

## Microsoft Teams

# Attending your Virtual Appointment

On your Desktop Computer or Laptop

Children's Health Queensland is dedicated to enhancing continuity of patient engagement through virtual care. Virtual healthcare enables patients to engage with their health care teams in a more convenient, easy and safer experience.

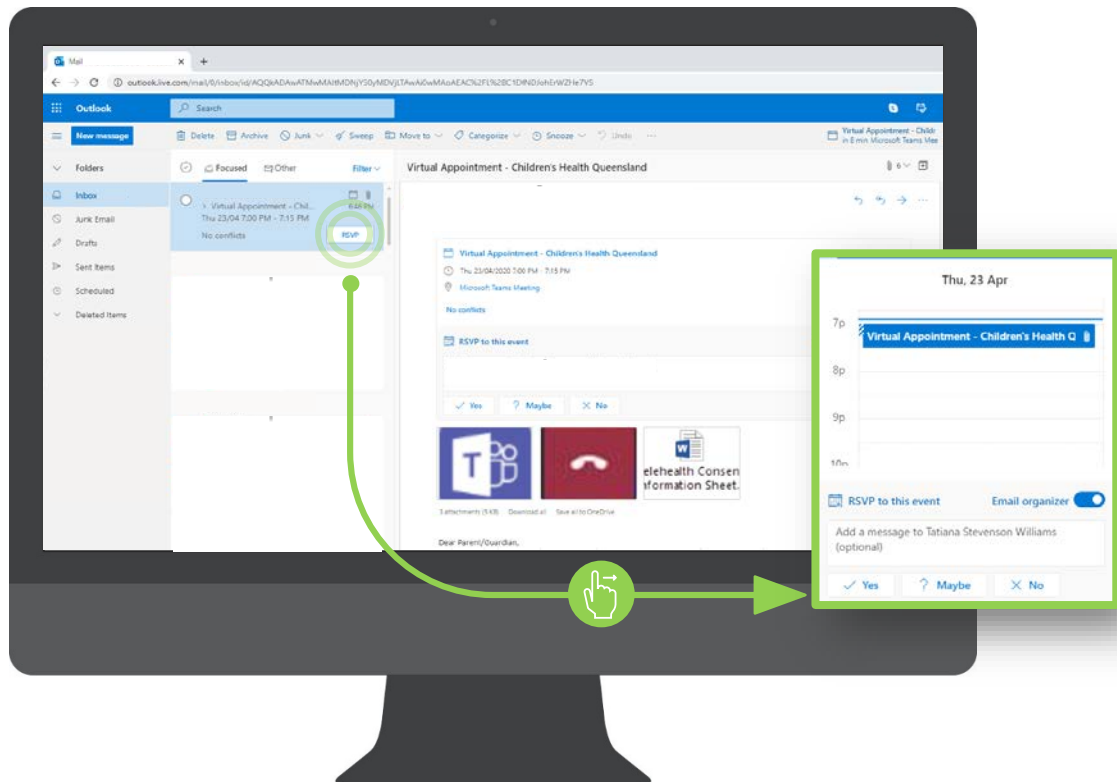
### Before your Virtual Appointment

You will receive an email invitation to your Virtual Appointment.

1. From your preferred **email** you can add the Virtual Appointment to your personal **Calendar** by clicking on the **"RSVP"** button.
2. Select **"Yes"** and the Virtual Appointment will then display in **Calendar**.



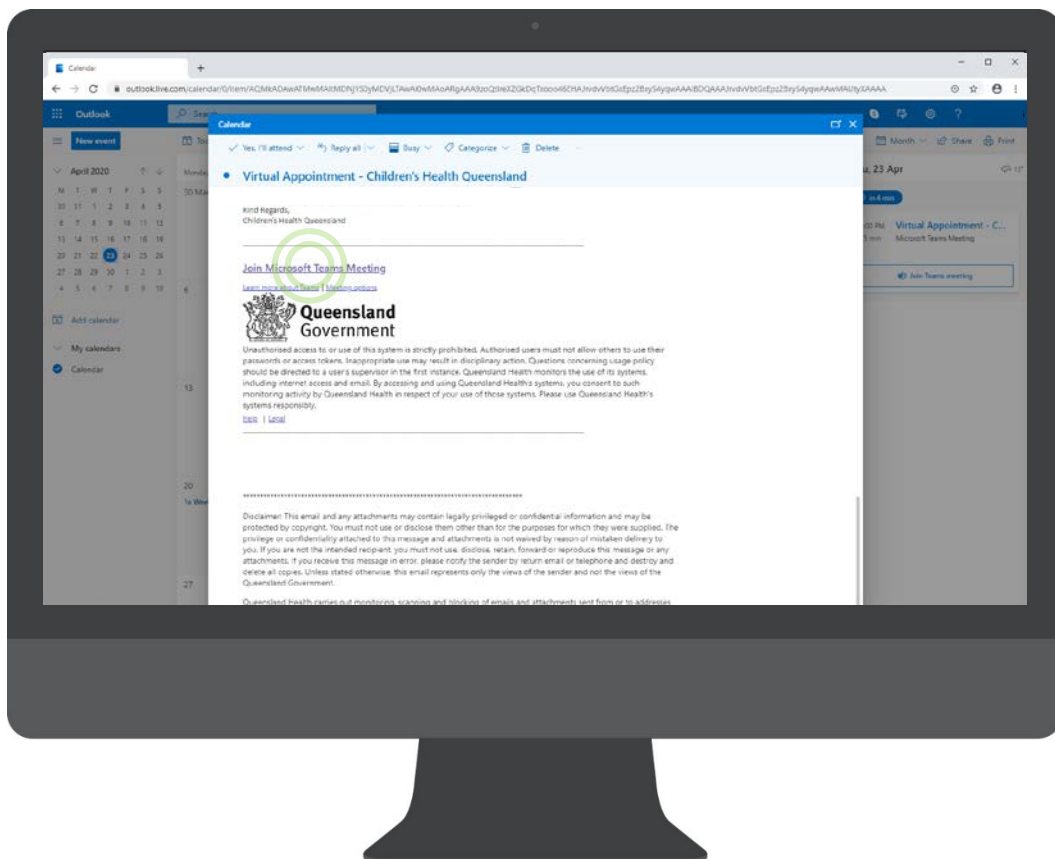
Your screen may look a little different to ours, depending on which Mail platform you use and that's **OK!** Click **"Accept"** and add it to your calendar.



## How to attend your Virtual Appointment

When you are ready to attend your Virtual Appointment:

1. Open your preferred **email** on your desktop or laptop.
2. Open your **email calendar** and open the Virtual Appointment from Children's Health Queensland.
3. Scroll to the bottom of the Virtual Appointment details and click on the **“Join Microsoft Teams Meeting”** link.
4. Proceed to the next step **Entering your Virtual Appointment**.

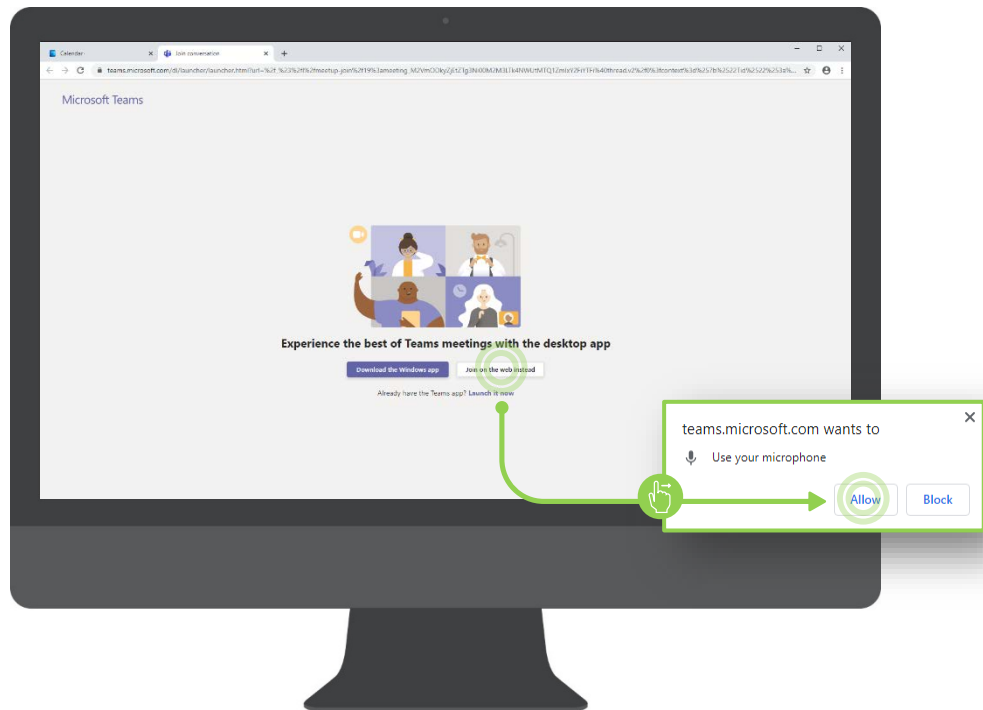



To attend your Virtual Appointment, you will need the information on the **Email invitation**, be sure to keep this in an easily accessible location on your email

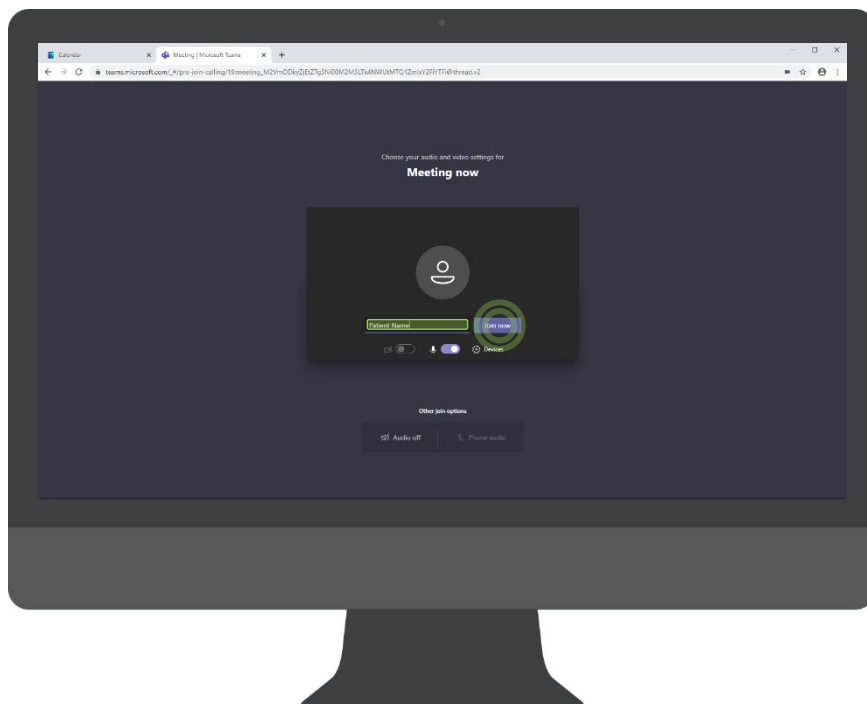
## Entering your Virtual Appointment

Once you click on the meeting link, a new browser window will open.

1. Click on the **Join on the web instead** button
2. If prompted click on the **Allow** button to allow Microsoft Teams to use your microphone.








3. Click on the **Enter Name** field and type in the Patient's Full Name
4. Ensure your microphone is turned **ON** by clicking on the Microphone toggle 
5. Click on the **Join now** button when you are ready to begin your Virtual Appointment.
6. You will then be prompted that **Someone in the meeting should let you in soon.**



## In your Appointment

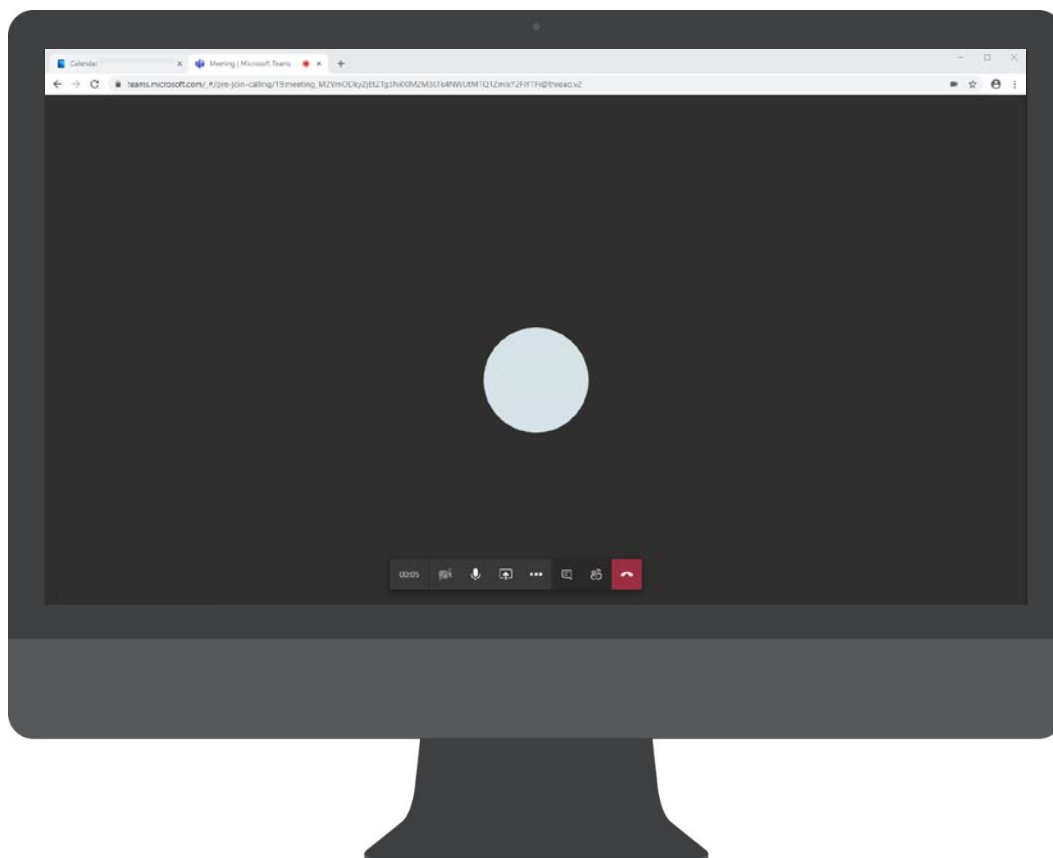
After you click on the Join meeting button you will enter the Virtual Appointment. You will now wait, and someone will be with you shortly.

Whilst you wait you can make yourself familiar with the features available to you in the Virtual Appointment.

-  **The Camera Icon:** Click this button ON or OFF to turn your camera ON or OFF
-  **The Microphone Icon:** Click this button ON or OFF to use your microphone.
-  **The More Options Icon:** Has more calling options available
-  **The People Icon:** Will show you the people who are in the Virtual Appointment
-  **The Chat Icon:** Allows you to Instant Chat in the Virtual Appointment



*Please note the Chat feature within the Teams application should not be used to discuss or communicate any patient confidential details or aspects of the consultation. However, it can be used to communicate technical issues between the patient and clinician, e.g. "your microphone is on mute".*

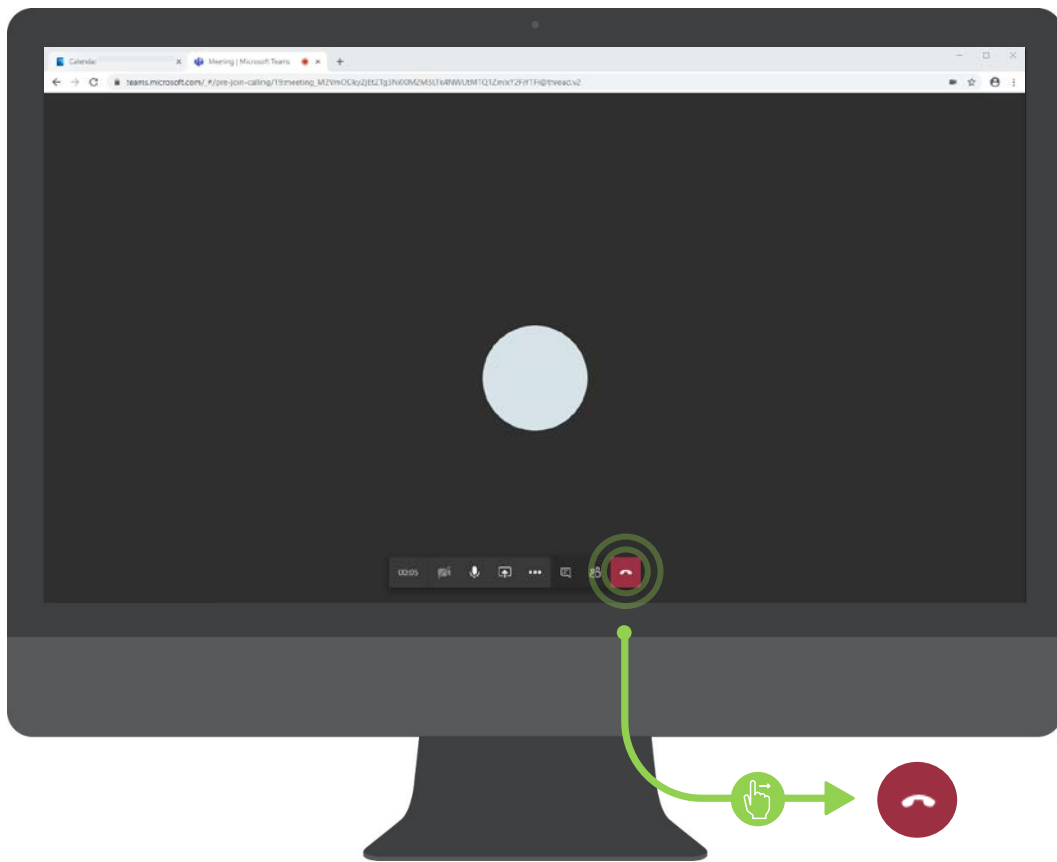


*Please note your session will not be recorded by Children's Health Queensland Hospital Health Service, unless you have been asked and agreed to this in advance.*

## Leaving your Appointment

When you are ready to leave your appointment:

1. Click on the **Red Telephone Icon**
2. Teams may then prompt you before you Exit the Virtual Appointment.
3. If you are sure you want to End the Virtual Appointment click on **Exit**.
4. You have now Ended the Virtual Appointment



A copy of the Microsoft Privacy statement can be found at: <https://privacy.microsoft.com/en-ca/privacystatement>  
A copy of the Microsoft Services Term of use: <https://www.microsoft.com/en-au/servicesagreement>