



# Preparing for a Video Appointment

How to prepare for a Video Appointment with your Healthcare Team

This handout offers information on how to prepare for a video appointment with your healthcare team.

You can choose to join your video appointment:

- From your MyChart Central East Ontario account

Or

- Using the link in the email you received from donotreply@ourepic.ca.
  - You can also forward this email to a family member/partner-in-care allowing them to join the video appointment with you.

## If you have a MyChart Account

Sign into your MyChart account to see your scheduled video appointment. Click on 'Visits'. See an example of an appointment in the picture below.

The screenshot shows the MyChart patient portal interface. At the top, there is a navigation bar with 'Menu', 'Visits', 'Messages', 'Test Results', and 'Medications'. The main content area is titled 'Appointments and Visits' and shows a list of 'Upcoming Visits'. The first visit is a 'CONSULT VIDEO' with Andrew John Dundas Dickie, scheduled for Wednesday, August 10th, starting at 13:30 EDT (30 minutes). There are 'eCheck-In' and 'Details' buttons for this appointment. To the right, there is a calendar for August 2022, with the 10th highlighted. Below the calendar, there are 'Related Links'.

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## Preparing for your Video Appointment

To participate in a video appointment with your healthcare team, you need to use:

1. A computer that has both a webcam and microphone.

Microsoft Teams works best using one of the following web browsers. You may need to download one of these browsers on your computer if you don't already have one of them:

- **Microsoft Edge:** <https://www.microsoft.com/en-us/edge?r=1>  
or
- **Google Chrome:** [https://www.google.com/intl/en\\_ca/chrome](https://www.google.com/intl/en_ca/chrome)

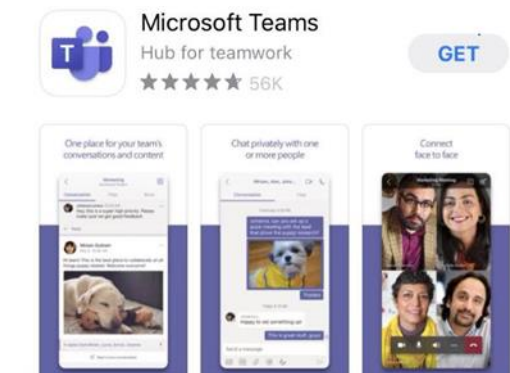
Or

2. A tablet or smartphone.

If you plan to use your tablet or smartphone, you need to download the Microsoft Teams app from your device's app store.



Android app



Apple app

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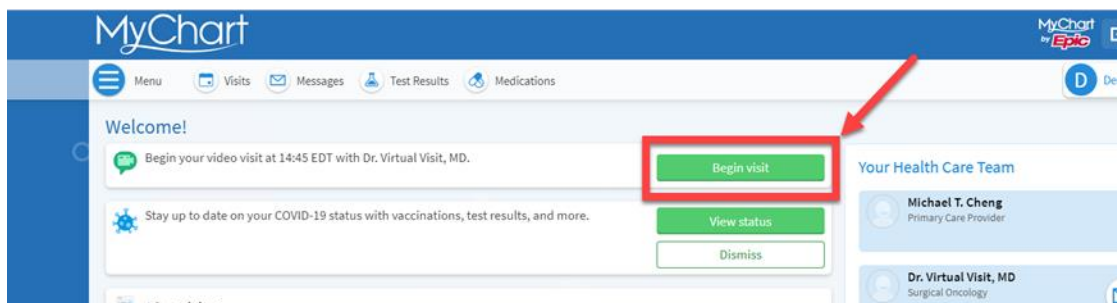
## On the Day of your Scheduled Video Appointment

### 1. Joining your video appointment

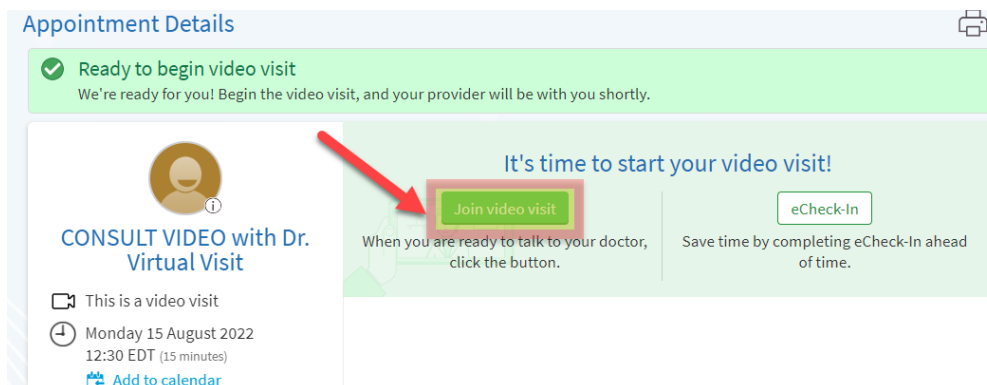
#### [From your MyChart account](#)

You may be scheduled for an appointment with a nurse as well as a doctor. Choose the 'consult video' appointment with the doctor.

Click on the 'begin visit' button (see picture below) 10 minutes before the scheduled time of your video appointment.



This will open a new screen called 'appointment details' (see picture below). Click on the 'join video visit' button. This button will change colour from grey to green 15 minutes before the scheduled time of your video appointment.



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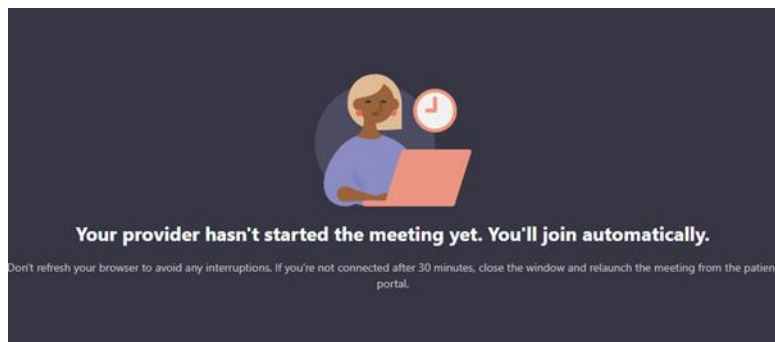
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## [Using the Link in the Email you Received](#)

Click on the link found in the email you received from [donotreply@ourepic.ca](mailto:donotreply@ourepic.ca). You should have received this email 72 hours before your video appointment (or when it was scheduled).

## 2. Waiting for your healthcare team to join the video appointment

You will see the screen below until your healthcare team (provider) joins the video appointment.



An urgent issue may delay your healthcare team from joining the video appointment on time. We ask you to wait for 30 minutes past the scheduled start time of your appointment. Leave the video appointment if your healthcare team has not joined after 30 minutes. Call your healthcare team to reschedule your appointment.

## 3. When a member of your healthcare team joins the video appointment

Microsoft Teams will open when your healthcare team joins the call. Make sure your camera and microphone buttons are turned on. The buttons will have a line through them if they are turned off. See the pictures below.



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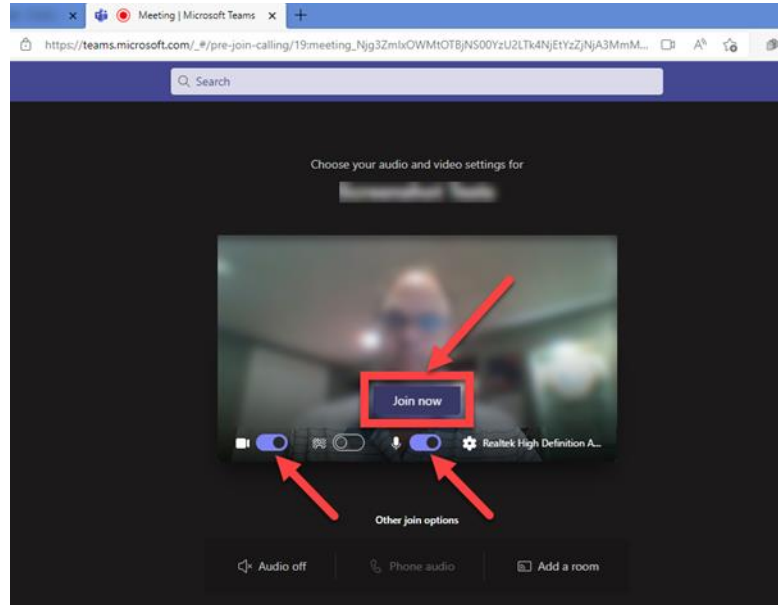
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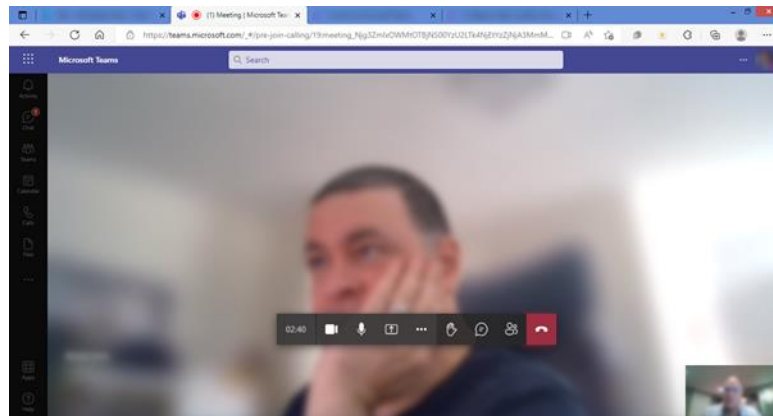
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Click the 'join now' button. See the picture below.



You will now see a member of your healthcare team on the screen. See the picture below.



You will see a second screen with your family member/partner-in-care if they have also joined your video appointment.

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