



# Teams

## *Patient Setup*

### **Patient Telemedicine Guide for Microsoft Teams**

This guide covers how to join Microsoft Teams for telemedicine sessions with your provider. Please note, there are sections covering how to join from your Windows computer, Mac/Apple computer, or any mobile device. Several frequently asked questions are included at the end of the guide for your assistance. Welcome to telemedicine at OnePeak Medical!

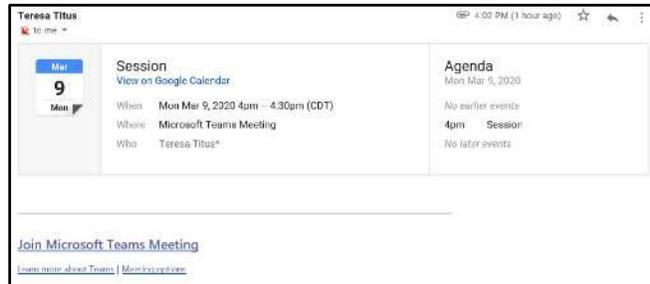
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# Using A Windows Computer

## Open Your Session

In your email inbox, please click on the Teams invitation in your personal calendar at the time of your appointment. **For best results, use Chrome or Microsoft Edge as your browser.**

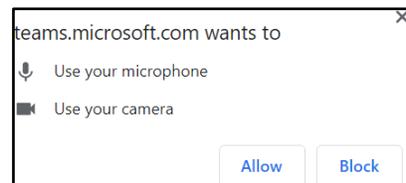


## Join Your Session

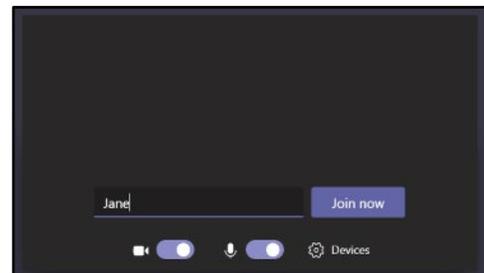
You can connect with Teams through 1) through an app or 2) through the web. NOTE, if you are the administrator of your computer, then you can download and install the Microsoft Teams App Plug-in. **However, if you are using a school or work computer, we suggest joining on the web instead.**



If prompted to allow permissions to audio and video, select **Allow**.



Enter your name, ensure the video and mic radio buttons are toggled on, and select **Join now**.



# Using A Mac Computer

## Open & Join Your Session

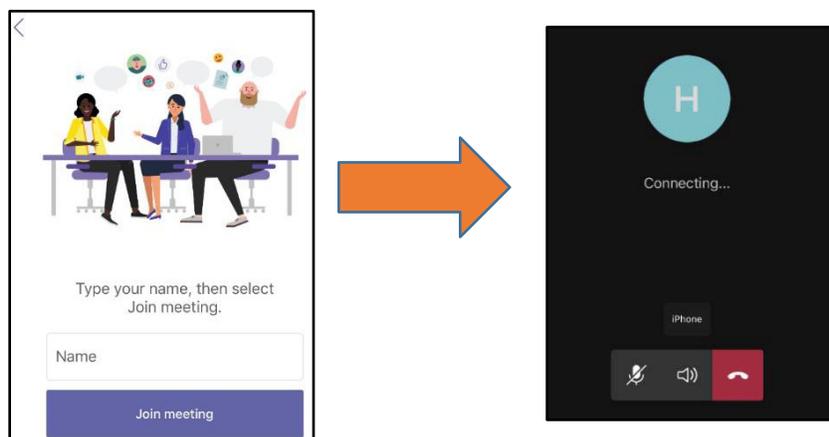
On a Mac Teams can run through 1) the **Web through Chrome** or 2) **through the app**. Safari is **not** compatible and you will receive a notification as shown, if the session is not launched in Chrome.



Either **download the application** when prompted, or **join from the web**.

If you choose to **download the app**, once you have clicked on your meeting link at the time of your session, select **Join Meeting**.

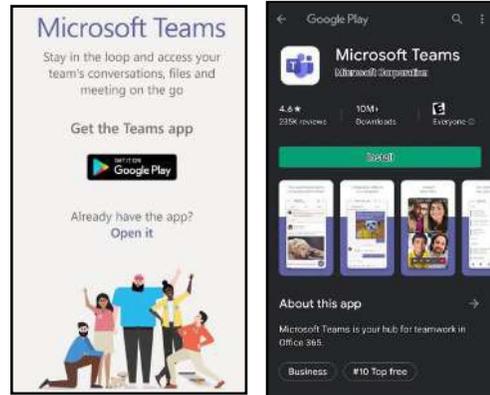
Your provider will admit you from the lobby once he/she has joined.



# Using A Mobile Device

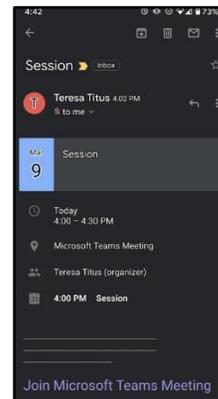
## Download The App

Prior to joining a meeting for the first time, download Microsoft Teams from the Apple Store or the Android Play Store. Once installed, you can close the app; as you will be joining as a “guest” directly from the email invite.



## Join Your Session

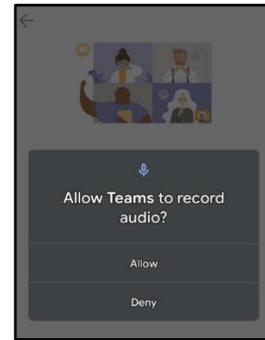
Join the session by opening your email and selecting **Join Microsoft Teams Meeting** by clicking on the link.



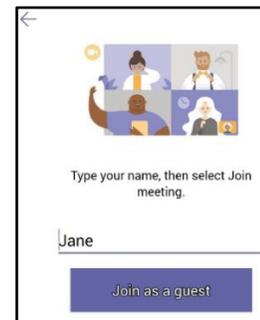
Join the session as a Guest.



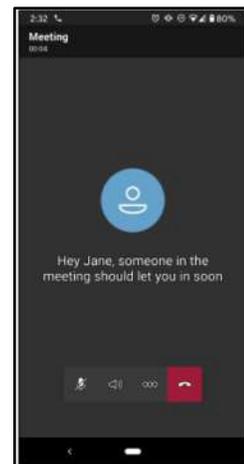
Select **allow** to permissions for audio and video when prompted.



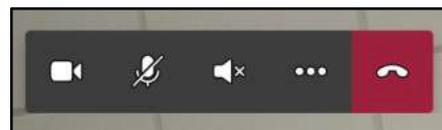
Type your name and select **Join as a Guest** to continue into the session.



Your provider will admit you to the meeting when he/she is ready.



Once you have joined the session successfully, use the menu option on the screen to turn on your video and audio when ready.



# FAQ & Troubleshooting

## 1. **How do I change my in-person appointments to telehealth appointments?**

Contact us if you would like to change your in-person appointment to a televisit. Please note that not all in-person appointments can be changed to telehealth appointments. A consent form must be submitted prior to your televisit. If you have not received one from reception, please [visit this link](#) or [contact us](#).

## 2. **Why haven't I received the emailed link to my telemedicine appointment yet?**

Patients will receive a link to their appointment *when their appointment was first scheduled*. Keep watching your email and [contact us](#) if you still have not received your appointment link *by 6pm the evening prior to your appointment*.

## 3. **Can a telemedicine appointment link be sent to more than one email address?**

No, we can only utilize one email address for telehealth appointments. In a situation where the appointment is with a minor, but parent needs to consent, or if parents are separated and patient will be between two different locations for appointments, there are two options. One option is to create a *new* email address for telemedicine appointments that all parties have access to. The other option is to have one parent forward the telehealth link to the other.

## 4. **Can I schedule telehealth appointments out for a few weeks?**

Yes, telemedicine appointments can be scheduled up to 4 weeks out at this time. Note, patients will receive a link to their appointment *when their appointment is first scheduled*. Please do not delete the appointment confirmation, as you will need to use the link in that email to join the televisit.

**5. Can I be seen via telemedicine if this is my first appointment?**

In response to COVID-19, new Patients *can* be seen via telehealth, as payer regulations have been lifted. However, this is subject to change as the environment changes.

**6. What paperwork is required if I am a new patient being seen via telehealth?**

OnePeak Medical strongly encourages new patients to be seen in-person for their first visit. When your appointment is booked, OnePeak Medical will send you all the required paperwork. Please [contact us](#) if you did not receive them or have any questions.

**7. Does Microsoft Teams have to be used for telemedicine appointments, or can the appointment be completed via a phone call?**

Telehealth, by definition, happens over a secure televideo platform. While CMS and payer restrictions may have loosened during the COVID 19 pandemic and phone calls may be acceptable in an emergent/urgent situation only, patients and providers must make a fair attempt to utilize the telehealth platform.

**8. Can telemedicine appointments be scheduled same day?**

Telehealth appointments need at least 24 hours of lead time. Please [contact us](#) if you need to schedule, reschedule, or cancel an appointment.

**9. If multiple family members are seen at OnePeak Medical and want to be seen via Telemedicine, is one consent valid for both or do separate consents need to be completed for each family member?**

Each patient must fill out a separate consent form. Parents/Guardians can fill out the form for a minor(s).

**10. Is Internet required for telemedicine appointments?**

Yes, an internet (ideally a secure connection) is required for telemedicine appointments.

### 11. Is a certain Internet Browser required for telemedicine appointments?

Google Chrome is the desired browser for telehealth appointments.

### 12. If I rescheduled my telemedicine appointment for a different time/date, will a new link be emailed?

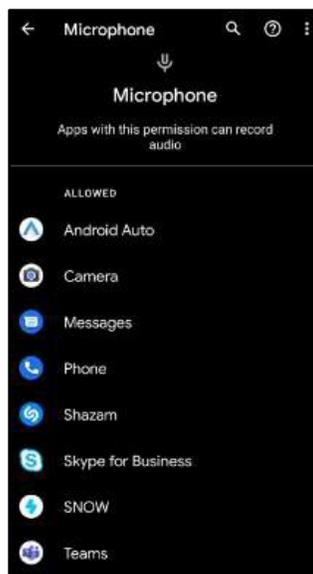
Yes. Keep watching your email and [contact us](#) if you still have not received your appointment link *by 6pm the evening prior to your appointment.*

### 13. I am trying to access Teams through a Macbook. Are Macbooks supported?

Yes! Chrome can be downloaded for Mac and the Teams link accessed through the web.

### 14. Why can't I turn on my microphone or video while using the Teams Mobile App?

Go into your device permission settings and make sure your microphone and camera are both set to allow.

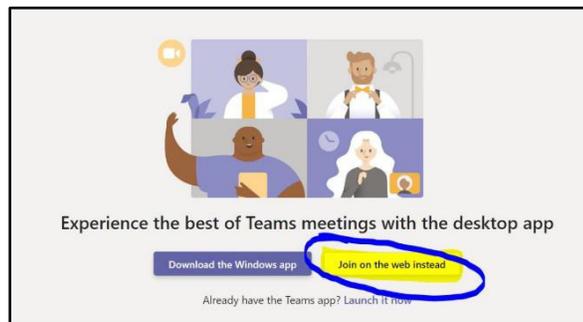


**15. If I cannot download the app then how can I join my session?**

You can join your session on the “web” from any computer.

**16. When I downloaded the Teams app why is it asking me to sign in or create an account?**

Close the application and rejoin directly from the link in your email. It will allow you to join the session as a “guest” instead.

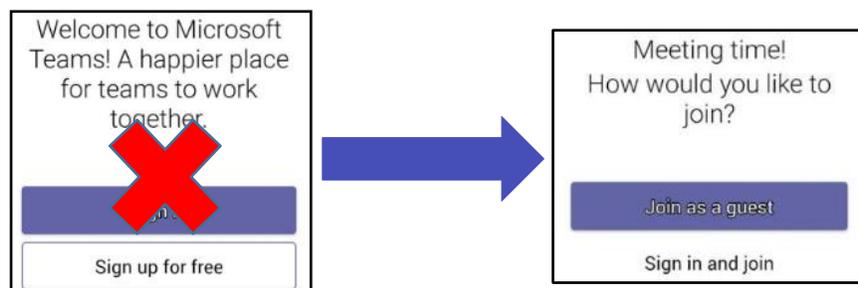


**17. What should I do if I am being asked for a password to join the meeting?**

Close out the Teams application and join the meeting directly from the link in your email. This will allow you to join the meeting as a “guest.”

**18. What should I do if I received a message saying that video is disabled by administrator when I joined the call?**

We recommend leaving the meeting and joining again. If the issue persists, please reinstall the program/application.



# Contact Us

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