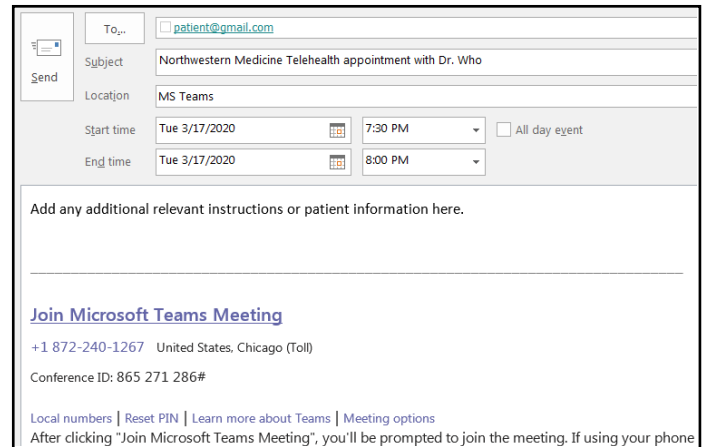


# Sending a Request and Joining a Northwestern Medicine Telehealth Microsoft Teams Meeting With a Patient on a Windows Computer

## Step 1: How to send an MS Teams meeting invitation to the patient

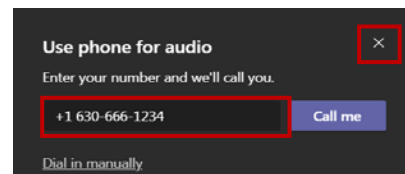
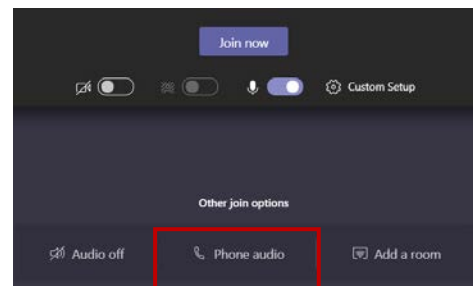
### Using Outlook (Recommended):

1. Address the meeting request to the patient's personal email address(es).
2. Add a relevant subject.
3. Confirm the date/time are correct.
4. Add a reminder as needed.
5. Click the Teams Meeting button to insert the link in the body of the meeting invitation.
6. Add any relevant instructions or patient information. Avoid including PHI or HIPAA-protected information.



## Step 2: How to join an MS Teams meeting with the patient using MS Teams app installed on the computer

1. At the time of the Telehealth appointment, click the "Join Microsoft Teams Meeting" link in your Outlook invite.
2. If prompted, select Open.
3. Select "Phone Audio" and enter your telephone number when prompted.
4. When connected via telephone, exit call in window.
5. Turn Camera On by selecting the Camera icon.



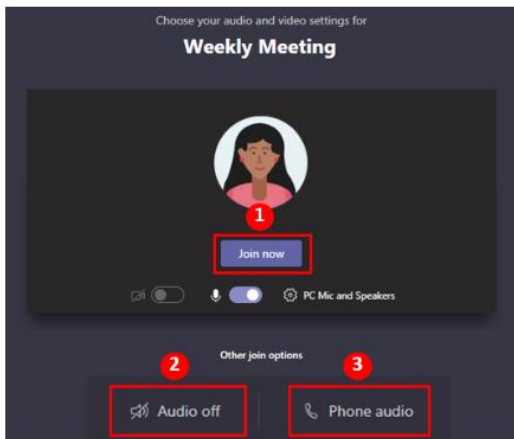
## Troubleshooting and Additional Setup Information

### Conduct the call with the patient

At the time of the telehealth appointment, click the meeting link in Outlook or the Teams app to join the meeting.

The patient should also be joining the meeting with either a camera-enabled computer, tablet or mobile phone. If they are having trouble with audio, remember the guidelines below, if needed.

When one first joins Teams meeting, one is presented with three audio button choices:



#### 1) "Join Now" Button

Connect to audio **using your computer speaker and microphone** or a headset connected to your computer (wired or Bluetooth).

#### 2) "Audio Off" Button

Connect in a room when **audio is already active** through a phone or computer. May happen when multiple people join in a room.

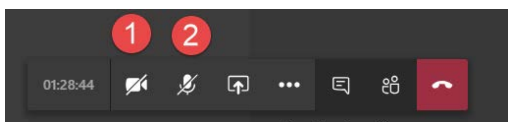
#### 3) "Phone Audio" Button

Connect to audio **using your desk phone or other phone:**

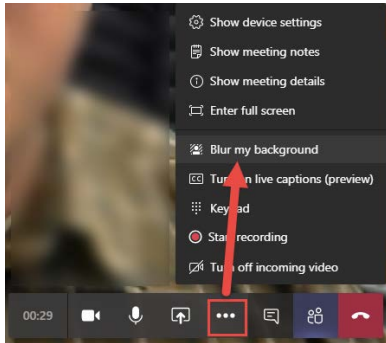
- "Call Me" option
- Information to **dial in manually**

During the meeting, it may become necessary to enable/disable your camera or mute/unmute your microphone.

Hover your mouse near the bottom-center of the meeting screen to reveal the meeting toolbar. Use the (1) camera button or (2) microphone button to enable/disable these devices. In the example below, the slashed lines through the icons indicate that the camera is disabled and the microphone is muted.

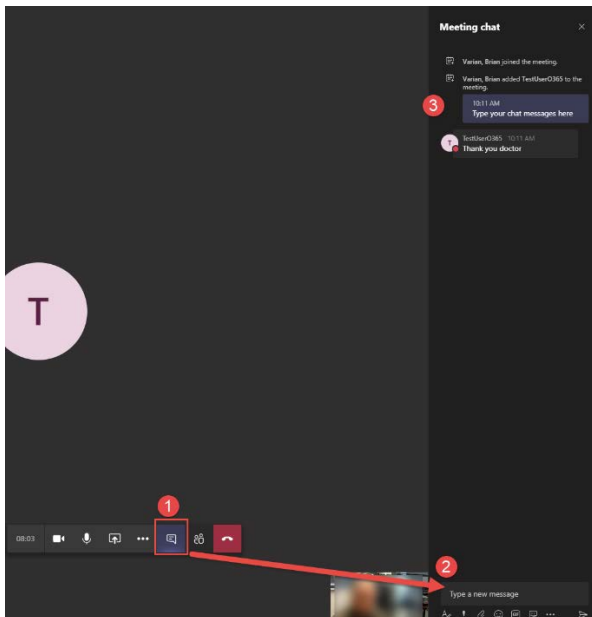


You may wish to blur your background while the video is active. To do so, click the “more options” button (the three dots) on the Meeting toolbar and choose “Blur my background” from the menu.



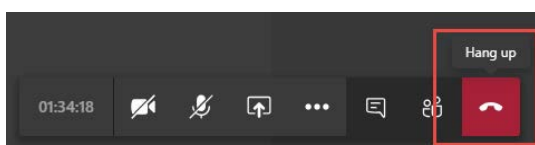
During the meeting, it may be necessary to exchange chat messages, such as if the audio isn't working and you need to communicate with the patient.

1. Click the Chat button in the Meeting toolbar to reveal the chat panel on the right.
2. Use the field in the bottom right corner to type your message.
3. Responses from the patient and your chat history will appear along that right-side panel.



## Hang Up the Call

When the telehealth meeting is completed, click the red “Hang up” button at the end of the Teams meeting toolbar.

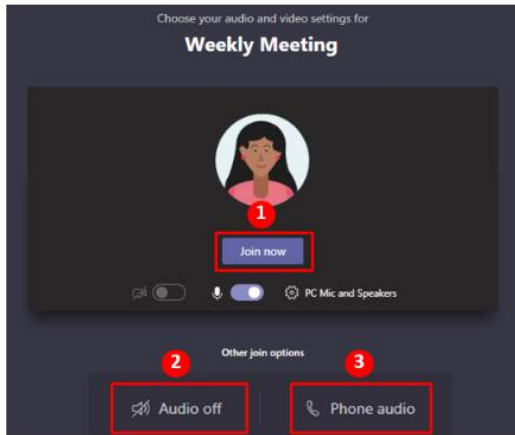


### If video is lost

1. Make sure that the Meeting toolbar doesn't have Video disabled (a slash through the camera icon).
2. Hang up and re-join the meeting.

### If you have audio problems

When one first joins Teams meeting, one is presented with three audio button choices:



#### 1) "Join Now" Button

Connect to audio **using your computer speaker and microphone** or a headset connected to your computer (wired or Bluetooth).

#### 2) "Audio Off" Button

Connect in a room when **audio is already active** through a phone or computer. May happen when multiple people join in a room.

#### 3) "Phone Audio" Button

Connect to audio **using your desk phone or other phone:**

- "Call Me" option
- Information to **dial in manually**

### If the video frame doesn't show the entire field

Right-click anywhere on the video and choose "Fit to frame."

