

As part of our ongoing commitment to customer service, please find some important information and reminders below. Share this information with all MBTelehealth users at your site.

## NEW! Dial String for Ontario Events has Changed

Effective December 14, 2020, there was a change to the dial string format for MBTelehealth events connecting to Ontario. Please ensure that you refer to the current Whiteboard before connecting to any Ontario sessions. The new dial string format will now start with the numbers **007\*\*[ID#]** as shown in the example below.

<b>Peds-Endocrinology 646711 Dial in #</b> <b>007**123456789</b>
Consultant: Dr. D. Smith
Start: 12/10/2020 09:00 End: 12/10/2020 10:30

Contact MBTelehealth Scheduling if you have any questions:  
Phone: 1-204-940-8500 Option 4, Option 2  
Toll-free: 1-866-999-9698 Option 4, Option 2

## NEW! Breakout Rooms - Microsoft Teams (Teams by MBT)

Breakout rooms allow meeting organizers to split main meetings into smaller sessions for focused discussions.

- After the organizer joins the meeting, they can create up to 50 rooms and assign participants automatically or manually.
- Organizers can move participants to different rooms, and they can join any of the rooms themselves.
- Organizers can send announcements to all rooms, and bring participants back to the main room at any time.

View the Quick Reference Guide **Breakout Rooms** to learn how to use this feature <https://mbtelehealth.ca/training/>

## NEW! Urgent Services Clinical Booking Form

Urgent Clinical Events are unscheduled events involving urgent care. Ensure you're always using the most recent copy of the **Urgent Services Clinical Booking Form**. View a copy of the form here:

[https://mbtelehealth.ca/mbt\\_booking\\_form\\_clinical\\_urgent\\_services\\_03nov2020/](https://mbtelehealth.ca/mbt_booking_form_clinical_urgent_services_03nov2020/)

(Note: The form is only to be used if a prior process has been established with MBTelehealth.)

## Appropriate Use and Storage of Recordings (Microsoft Teams/Teams by MBT)

Organizers have the ability to record Teams meetings, but it's important to consider when to record meetings so that you can manage your storage space as efficiently as possible, but more importantly, to ensure you adhere to all privacy and recording policies. Review our document **Appropriate Use and Storage of Recordings** under the Microsoft Teams (Teams by MBT) section of our training tab <https://mbtelehealth.ca/training/>.

## Reminder - eConsult Referring Users

When you are submitting the eConsult referral don't forget to alias as the referring provider you work for. Review the Quick Reference Guide **Specialist - Act as Alias** under the eConsult section of our training tab <https://mbtelehealth.ca/training/>.

## Who to Call

- ✓ **MBT scheduling** - when your telehealth site contact staff changes. This will ensure they can be set up with MBTelehealth iScheduler access and any required training.
- ✓ **Service Desk** - for technical concerns and troubleshooting.

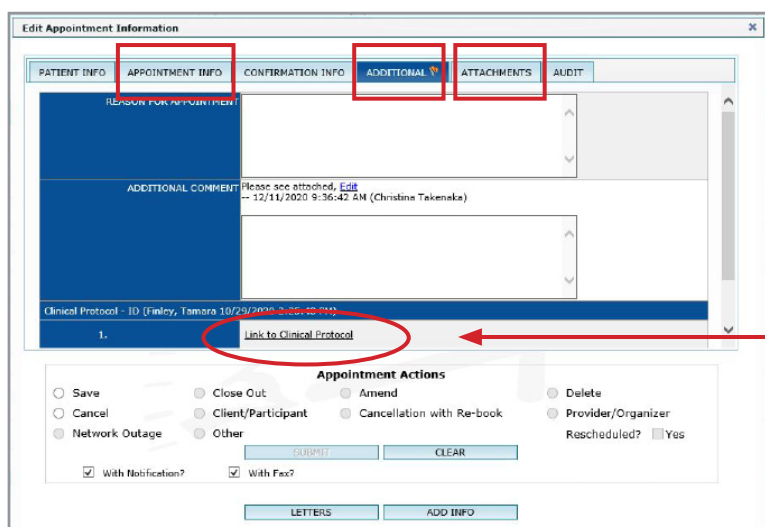
## Reminder - Event Cancellations

Any telehealth events that did not take place **MUST** be cancelled in iScheduler.

## Clinical Events

- ✓ Remember to review new clinical requests daily.
- ✓ Click on the **Additional** tab, review the information and then click on the **Clinical Protocol** link.
- ✓ Make sure you review the **Appointment Info** tab and the attachments tab.

**!** Reviewing all of the information will ensure you are prepared for the patient's appointment.



There are 4 protocols:

- Infectious Diseases Wound Management Nephrology
- Sleep Disorder
- Speech Language Pathology
- Swallowing Assessment

## Clinical or Non Clinical Events

Double check your sessions each morning to ensure there are no changes such as additions or cancellations. If you do need to cancel, it should be done as far in advance as possible. Call or email the MBT schedulers to cancel.

Phone: 1-204-940-8500 Option 4, Option 2  
Toll-free: 1-866-999-9698 Option 4, Option 2  
Email: [schedule@mbtelehealth.ca](mailto:schedule@mbtelehealth.ca)

**!** Self schedulers can cancel sessions themselves, up to 1 day prior to the session.

All of our training resources including User Guides, Quick Reference Guides and Videos can be found on our website <https://mbtelehealth.ca/training/>

If you have questions about the information in this bulletin or the training resources on our website, contact the Digital Solutions Facilitator or Program Services Representative for your site.