

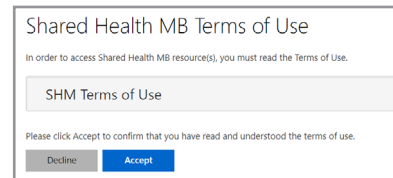
Please read the important information below and share with all users who use any of the solutions provided by Virtual Care Services.

COMING SOON! Virtual Visit Provider Portal

The eVisit tool has been enhanced to include a Connection Dialer which will replace MyMBT Video (powered by Cisco Jabber). More details along with a training video and Quick Reference Guide will be available on our website in the near future.

COMING SOON! Terms of Use for Microsoft Teams

In order to access Shared Health resources such as Microsoft Teams, you will need to accept the Terms of Use each year, or whenever the Terms of Use are updated.

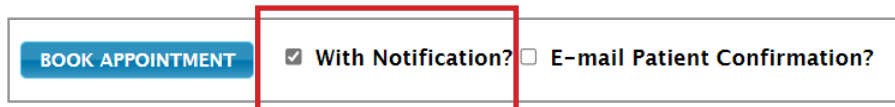


REMINDER! New & improved notifications in iScheduler

Telehealth

The notification functionality in iScheduler has been improved by changing the process from 2 steps to 1 step which means improvements to workflow.

- ✓ **With Notification** box is checked by default
- ✓ if there is an email address and/or fax # attached; both notifications will be sent automatically when you book the appointment
- ✓ once you book the appointment and receive the "appointment has been successfully booked" pop-up message, you'll go directly back to the appointment info tab of the clinic detail window



eConsult (Store and Forward)

The notification functionality in iScheduler has been improved by making the process mandatory which means improvements to workflow.

- ✓ **With Notification** box is mandatory and cannot be unchecked by the user
- ✓ notifications are automatically sent if there is an email address and/or fax # attached; both notifications will be sent automatically when you click **Submit**.



DID YOU KNOW? Updated MyMBT Messaging Terms of Use

Review the updated Terms of Use here <https://mbtelehealth.ca/files/mymbt-messaging-tou.pdf>

This is where you will always find the current version of the Terms of Use.

The Terms of Use document is found along with the MyMBT Messaging training material on our website <https://mbtelehealth.ca/training/>

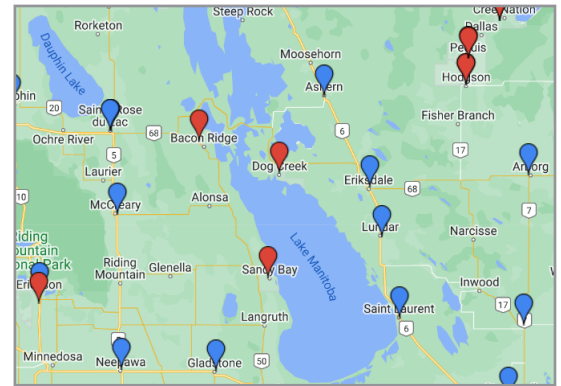
DID YOU KNOW? Different ways to view telehealth sites on our map

In addition to viewing the MBTelehealth sites within each region, you can view the provincial map to see which telehealth site is closest to you and your patients.

Each region throughout Manitoba and the First Nations also have their own map so you can see where telehealth is offered within your own health region or community.

<https://mbtelehealth.ca/locations/provincial-map/>

sample provincial view



(red indicates First Nations sites)

REMINDER! Use the Account Management Form to request Microsoft Teams

You can find the form here <https://home.sharedhealthmb.ca/services/digital-health/services-catalogue/business-services/service-desk/account-management/>

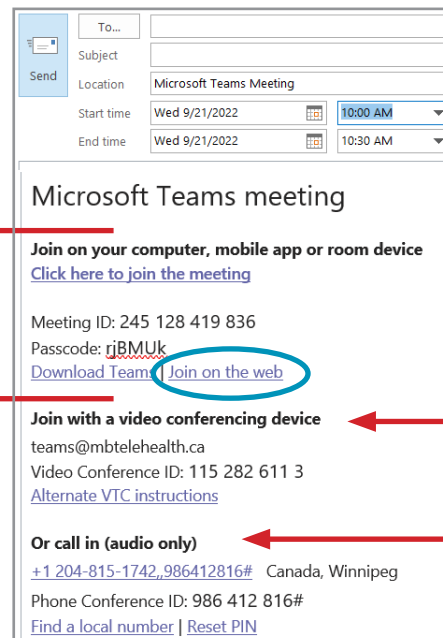
RECOMMENDATION! Patient join option in Microsoft Teams

The body of the Teams invite is pre-populated with various join options when you create the meeting.

Either of these links can be used to join the meeting, however we recommend that you advise your patients to use the Join on the web link which will prompt them to enter the Meeting ID and Passcode when they connect with you.

! By advising patients to use this link, it helps to avoid confusion with links and connection problems, since they may already be logged into their own Teams work account or a school account on their computer. When that happens, they sometimes try to connect to the wrong meeting.

The patient QRG instructs them to use only this link when connecting. There is an optional QRG for providers called **Create a Patient Virtual Visit-Join on the web** that also refers to only using this link.



Sites can join using MBT videoconference

Attendees who will be calling in from a phone can join the meeting.

DID YOU KNOW? You can add co-organizers to Teams meetings

After you've invited people to your meeting, you can add up to 10 co-organizers to help manage your meeting. Co-organizers are displayed as additional organizers in the meeting participant list and have most of the capabilities of the meeting organizer. Review the **Add Co-organizers** Quick Reference Guide for more details.

REMINDER! Connect to a Microsoft Teams meeting using your MBT Videoconference equipment

It's easy to connect, you just need to get the Video Conference ID as shown below to connect to the session. Visit our website to see our Quick Reference Guides for step by step instructions using the TRC4 or TRC6 remote, or the Touchpad to connect to the session.

Find the Video Conference ID on one of these:

Whiteboard Report

Total Number of Events Between Wednesday, July 27, 2022 and Wednesday, Ju

Physiotherapy 695822 **Dial in # TEAMS# 1152790040**

Consultant:

START: 7/27/2022 10:00:00 AM

Site
TEAMS Video Conference

Host:

Receiving:

Host Site will be shown as
TEAMS Video Conference

Teams Meeting invite

Microsoft Teams meeting

Join on your computer or mobile app
[Click here to join the meeting](#)

Join with a video conferencing device

teams@mbtelehealth.ca

Video Conference ID: 115 279 004 0

[Alternate VTC dialing instructions](#)

Appointment Info tab in iScheduler

APPOINTMENT INFO ATTACHMENTS SURVEY

(10:00 - 11:00)

Request Site Information

Host Site Information TEAMS Video Conference

Scheduling Notes

Dial String # TEAMS# 1152790040

Pin #

Host Site will be shown as
TEAMS Video Conference

REMINDER! Site contact, user, or provider profile changes

Digital Solutions Facilitator: contact them for any MBTelehealth site contact or user changes. This will ensure the right person at the site(s) have the required access to the MBT Scheduling System (for site access or eConsult) and training on using telehealth equipment.

MBTelehealth Schedulers: contact them for any changes to a telehealth provider's profile such as email distribution list, phone, or fax number.

DID YOU KNOW? Session surveys

We have surveys on our **Services>Session Feedback** tab on our website for your videoconference experience as well as your experience with any of our Virtual Care Services training sessions. Visit the links below to share your feedback

<https://mbtelehealth.ca/services/feedback/>

REMINDER! New Provider Form

When you have a new provider at your MBTelehealth site, it's important to ensure you fill out the New Provider Form. You can get the form from your Digital Solutions Facilitator.

All of our training resources including User Guides, Quick Reference Guides and Videos can be found here
<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.

You can find the contact information for the Digital Solutions Facilitators at the bottom of our Services tab
<https://mbtelehealth.ca/services/>