MBTelehealth®

A Shared Health Service

Quick Reference Guide
eVisit - ADMIN

Service Desk 204-940-8500 Option 4, Option 1
or toll-free 1-866-999-9698 Option 4, Option 1

Your access role will allow you to book and manage eVisits for the clinic that you support.

Some clinics have a virtual waiting room, while others do not. This QRG will cover both options. Click here to launch eVisit https://evisit.mbtelehealth.ca/provider/

Schedule a Visit

**1** Click **Booking Visits** and then click **Add** to begin scheduling a visit.
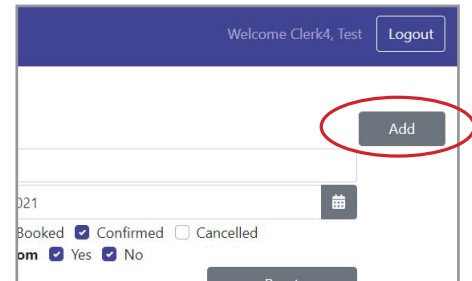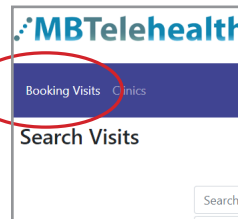
2 Populate all of the fields and click **Save.**

If you incorrectly type the patient's name after you click save, you will need to delete the entry and start over.
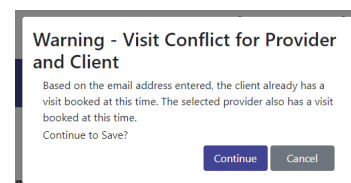

3 When you click save, an email is sent to the patient which includes the virtual visit information and a **Confirm and Test** button.

(Note: Patients are advised to confirm and test from the device they will be using for the virtual visit.)
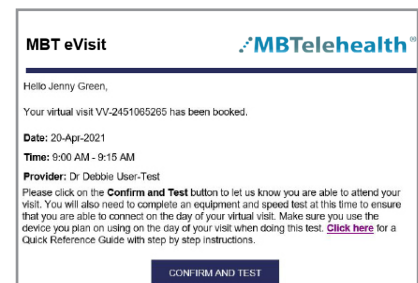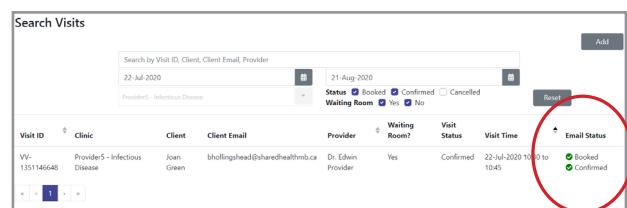

A warning will pop up if you try to double book a patient or provider.

4 When the patient confirms the visit, a visit confirmed email is automatically sent to them which includes a link to the **Virtual Visit**.

Each time an email is sent you will see the status on the **Search Visits** screen.
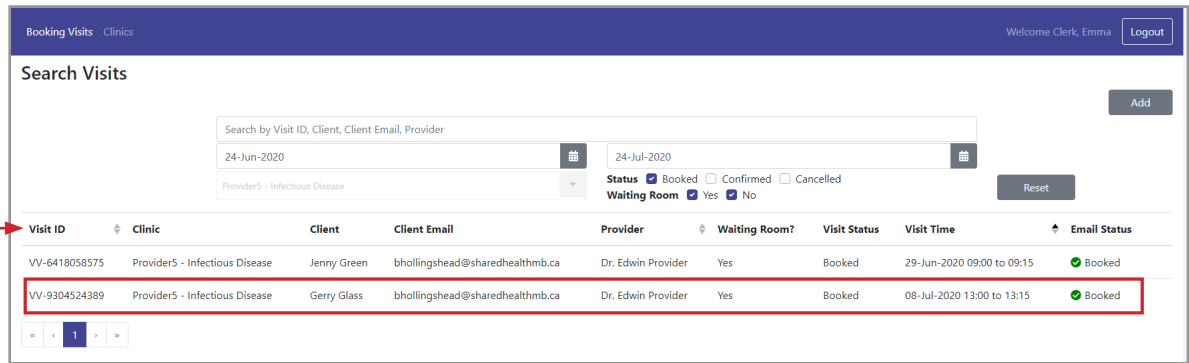
www.mbtelehealth.ca

rev 09Jan2022

Shared health
Soins communs
Manitoba

Page 1 of 6

MBTelehealth®

A Shared Health Service

View, Update or Cancel Future Visit

1   Search to find the appointment and click to open it.
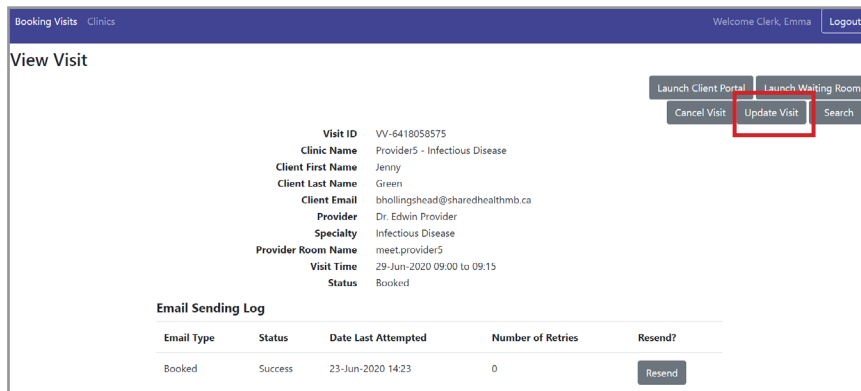
Columns can be
sorted by:
• Visit ID
• Provider
• Visit Time

2   Click **Update Visit,** make the necessary changes and then click **Save.**
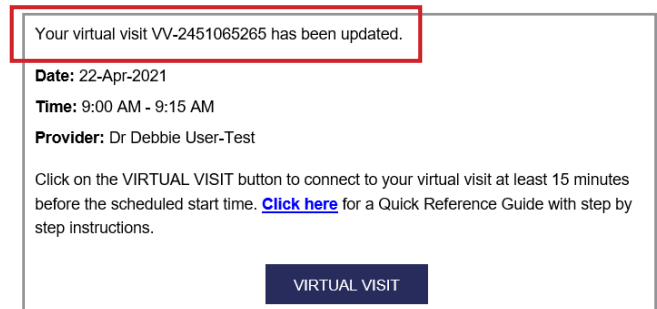
You can also cancel a visit on this screen by clicking **Cancel Visit.**

Click **Search** to go back to the Booking Visits screen.

3   When you click Save, the system automatically sends an email to the patient with updated visit information and new links.

Your virtual visit VV-2451065265 has been updated.

Date: 22-Apr-2021

Time: 9:00 AM - 9:15 AM

Provider: Dr Debbie User-Test

Click on the VIRTUAL VISIT button to connect to your virtual visit at least 15 minutes before the scheduled start time. **Click here** for a Quick Reference Guide with step by step instructions.

VIRTUAL VISIT

Shared health
Soins communs
Manitoba

4 The system keeps a log of all emails sent. Click Resend if you need to send the information to the patient again, for instance if they misplaced their email with the link to the visit.

Email Sending Log

Email Type	Status	Date Last Attempted	Number of Retries	Resend?
Updated	Success	25-Jun-2020 10:30	0	Resend
Confirmed	Success	24-Jun-2020 13:13	0	Resend
Booked	Success	24-Jun-2020 12:14	0	Resend

🔒 **BE PRIVACY-WISE**   Always use eVisit in an appropriate and confidential location.
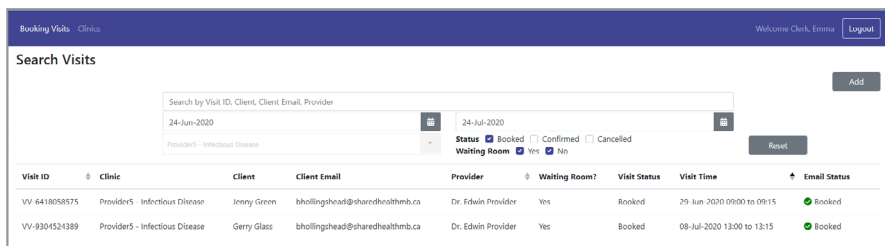
Managing Patient on Day of Visit (See options A & B below)

A No Waiting Room
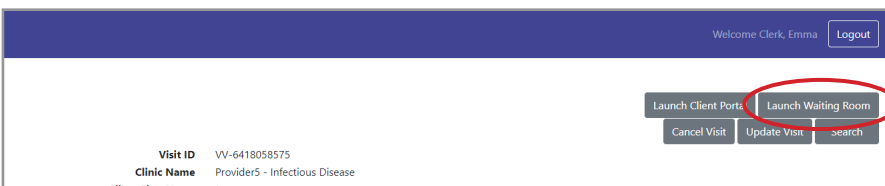
The patient will go straight to the provider's room as soon as they connect and the provider will admit them when they're ready to start the appointment.

B Waiting Room

1 Search for the patient on the Booking Visits screen and click to select them.

2 Click **Launch Waiting Room.**

3 Click on the arrow to expand the side panel.

www.mbtelehealth.ca

rev 09Jan2022

Shared health
Soins communs
Manitoba

Page 3 of 6

4 Verify that the correct patient is waiting in the lobby, and then click on the green checkmark to admit them into the Waiting Room.
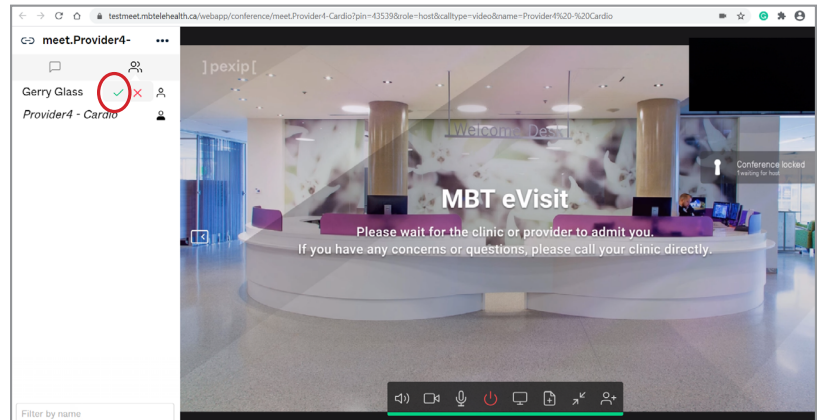
5 You will see the patient full screen and yourself in the top right corner. They will see you on their screen as well.
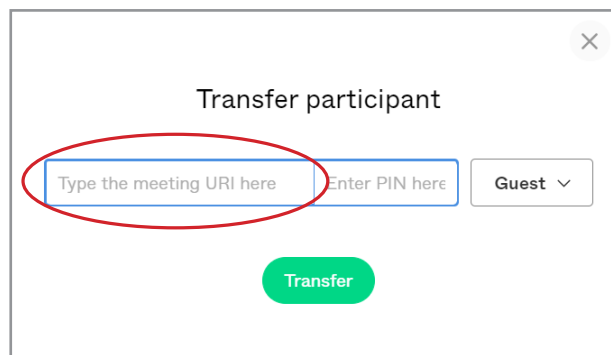
Confirm the patient's identity using your normal processes.
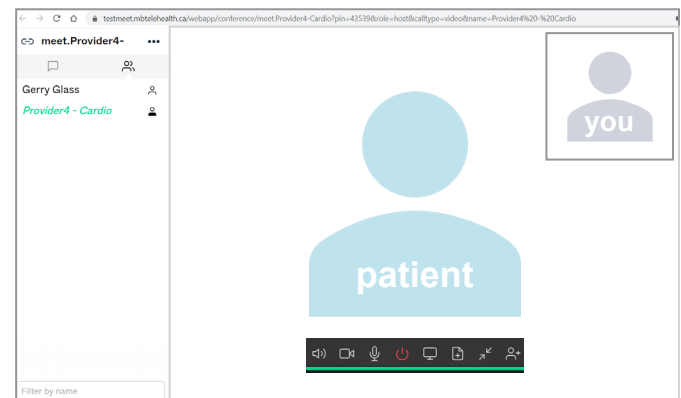
6 Click on the patient's name and select **Transfer participant** from the menu.
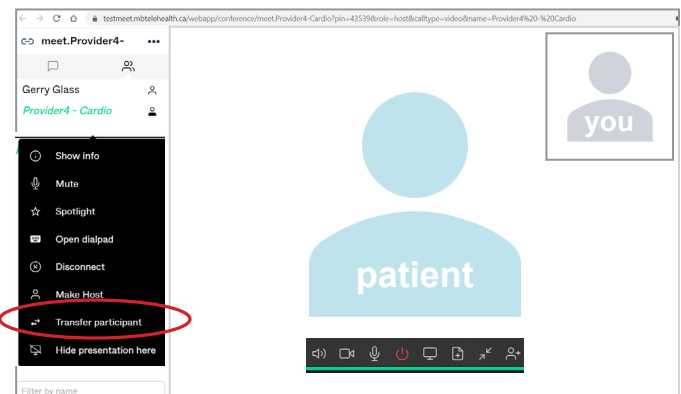
7   Enter the provider's room name (no PIN is required) and click **Transfer.**

8   The patient will see the waiting room screen again and will remain here until the provider is ready to meet and accepts them into their virtual clinic room.

www.mbtelehealth.ca

rev 09Jan2022

Shared **health**
Soins communs
Manitoba

Page 5 of 6

MBTelehealth®
A Shared Health Service

Quick Reference Guide
eVisit - ADMIN
Service Desk 204-940-8500 Option 4, Option 1
or toll-free 1-866-999-9698 Option 4, Option 1
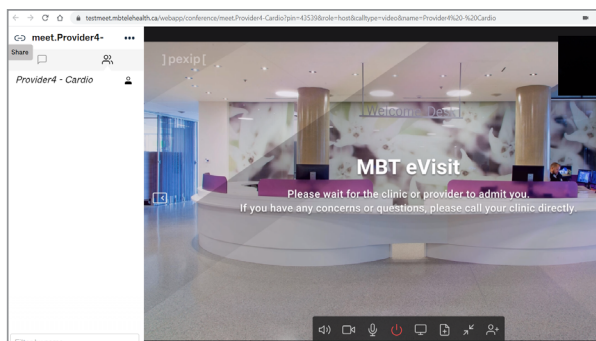
As a rule, identifiable personal health information (PHI) should not be emailed; however, if you believe that emailing the information is the only reasonable method of communication or the only way to send the information, consider the following:

BEFORE Emailing:
1. Take into account how urgently the recipient needs the PHI
2. Be sure you are sending the PHI to the minimum number of people who need to know the information.
3. Double-check recipient address(es) in the "To" fields before you send the email.
4. Where personal health information is being sent in the body of an email, only disclose the minimum amount of information required by the recipient and that all personal identifiers are removed (e.g. Mr. Alan Smith could be Mr. S or AS)
5. Encrypt where possible and at minimum password protect any attachments containing personal health information. Passwords should be communicated by phone.
6. Where possible, confirm delivery of the email with a delivery receipt or follow-up phone call.

EMAIL BEST PRACTICE:
NEVER e-mail identifiable health information to a health care provider's personal e-mail account (E. g. Yahoo, Google, iCloud)
NEVER forward your work email to a personal email account (E.g. Yahoo, Google, iCloud)
NEVER Use e-mail distribution lists to e-mail PHI
NEVER e-mail personal health information outside of the Shared Health/ Winnipeg Regional Health Authority network unless it is to TLS partners. See the notable TLS partner domain names considered 'secure' on the next page.
NEVER use e-mail to communicate with patients or clients – where a patient or client cannot be reached by another method, check first with the site Privacy Officer or the Chief Privacy officer as to the appropriate protocols to do so.

When personal health information is mistakenly emailed to the wrong site or person (recipient) you MUST notify your supervisor, manager or site Privacy Officer immediately to report the breach!

Shared Health	@sharedhealthmb.ca	
Winnipeg Health Region	@concordiahospital.mb.ca @deerlodge.mb.ca @dsmanitoba.ca @ggh.mb.ca @matc.ca @panamclinic.com	@sbgh.mb.ca @sogh.mb.ca @vgh.mb.ca @wrha.mb.ca @misericordia.mb.ca @hsc.mb.ca @churchillrha.mb.ca
CancerCare Manitoba	@ cancercare.mb.ca	
Prairie Mountain Health Region	@pmh-mb.ca	
Interlake Eastern Regional Health Authority	@ierha.ca	
Southern Regional Health Authority	@southernhealth.ca	
Northern Regional Health Authority	@nrha.ca	
Provincial Government Departments	@gov.mb.ca	
University of Manitoba	@ad.umanitoba.ca @umanitoba.ca @chimb.ca @med.umanitoba.ca @mich.ca	@cc.umanitoba.ca @cs.umanitoba.ca @ms.umanitoba.ca @physics.umanitoba.ca @adlab.cctest.umanitoba.ca

The list above is subject to expansion. If you have questions about a domain name not represented above, you may contact the WRHA CPOfor verification

www.mbtelehealth.ca