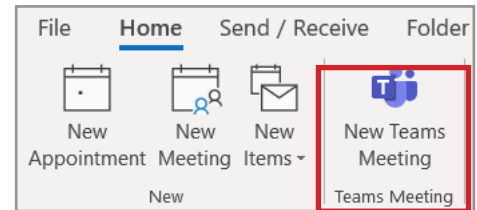



Visit our website for all of our Quick Reference Guides and videos <https://mbtelehealth.ca/training/> .  
For Microsoft Teams video training by Microsoft [click here](#) .

Follow the instructions below to create the calendar invite for the provider and the email for the patient.


## Create the Meeting/Virtual Visit for the Provider

- 1 Open your Outlook calendar and click **New Teams Meeting**.  
(If you have recently installed Microsoft Teams and you do not see this icon, you may have to restart your computer.)



 Teams meetings can only be created using a managed workstation. You cannot create the meeting using Outlook Web Access (OWA), Teams client or mobile devices.

- 2 Enter the patient's name in the **Subject/Title** field and the provider's email address in the **To/Required**.

 Do not send the invite to the patient! You will send them a separate email as shown in the next section.

The body of the invite is pre-populated with various join options.

Patients will use the **Join on the web** link along with the **Meeting ID & Passcode** in their invite to join the meeting (read the blue note below for more details).

You will copy and paste this information into the patient's email as shown in the next step.

-  We recommend that patients use the **Join on the web** link where they'll be prompted to enter the Meeting ID and Passcode when it's time for them to meet with you (as opposed to the **Click here to join the meeting** link).

This helps to alleviate 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**

A screenshot of a Microsoft Teams meeting invitation email template. The 'To...' field is empty. The 'Subject' field contains 'Microsoft Teams Meeting'. The 'Location' field also contains 'Microsoft Teams Meeting'. The 'Start time' is 'Wed 9/21/2022' at '10:00 AM'. The 'End time' is 'Wed 9/21/2022' at '10:30 AM'. The body of the email contains the following text: 'Microsoft Teams meeting', 'Join on your computer, mobile app or room device', 'Click here to join the meeting', 'Meeting ID: 245 128 419 836', 'Passcode: rjBMUK', 'Download Teams', 'Join on the web' (circled in blue), 'Join with a video conferencing device', 'teams@mbtelehealth.ca', 'Video Conference ID: 115 282 611 3', 'Alternate VTC instructions', 'Or call in (audio only)', '+1 204-815-1742,986412816# Canada, Winnipeg', 'Phone Conference ID: 986 412 816#', and 'Find a local number | Reset PIN'. A red arrow points from the 'Join on the web' link in the email body to the 'Join on the web' link in the list of options below the email template.

- 3** Copy the **Join on the web** link and **Meeting ID and Passcode** to be used in patient steps below and then click **Send**.

### Send Information to Patient

- 1** Create the email for the patient and paste the following into the body of the email:
- **Join on the web** link with Meeting ID and Passcode
  - **Patient Visit Information** bullets you received in the initial Teams welcome email from Identity and Access Management (IAM)
- 2** Attach the **Teams by MBT for Virtual Visits FOR PATIENTS** (step by step instructions on how to connect to the provider) and send the email.



Read the Guidelines for Emailing Personal Health Information on the next page.

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 CPO for verification