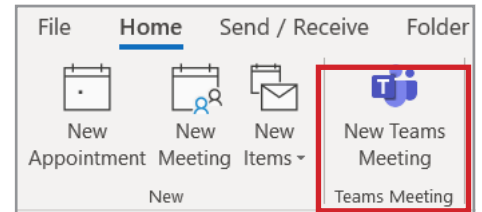



Follow the instructions below to create the calendar invite for the provider
and the email for the patient
(ensure you have installed Microsoft Teams prior to proceeding)

Create the Meeting/Virtual Visit for the Provider

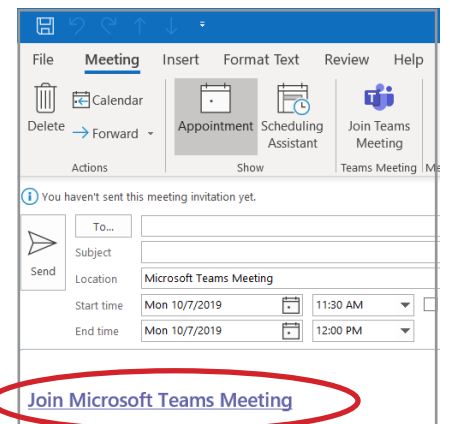
- 1 Open your Outlook calendar and click **New Teams Meeting**.
(If you have recently installed Microsoft Teams and you do not see this icon, you may have to restart your computer.)



- 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 will be pre-populated with the unique **Join Microsoft Teams Meeting** link. You will copy and paste this link for the patient email as shown below.



- 3 Copy and paste the **Join Microsoft Teams Meeting** link to be used in patient steps below and then click **Send**.

Send Information to Provider and Patient

- 1 Create the email for the patient and paste the **Join Microsoft Teams Meeting** link into the body of the email.
- 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