

Your health professional invites you to a virtual appointment using the videoconferencing platform **TEAMS**. Here are some tips on how to make this telehealth appointment a good experience.

You don't need to create an account to use **TEAMS**.

## STEP 1 - Before the virtual appointment

### What is needed in order to be able to attend my virtual appointment?



Access to High Speed Internet



An email address



Feel comfortable using technology  
(or be assisted by someone)



Access to one of the following equipment:  
tablet **or** smartphone **or** computer with  
camera, speaker and microphone



Using a headset is recommended



Please download the **TEAMS** app on the  
device that you will use during your virtual  
appointment.

If you are using a computer, the app is available online  
([Microsoft TEAMS\\*](#)). If you are using a mobile device,  
the app is available on *Google Play* or the *App Store*.

### Virtual appointment invitation email:

1. In the email you received, note the date and time of the virtual appointment and confirm if you will be attending. *Depending on your email app, the invitation may look slightly different than the one shown.*



In some cases, once you accept the invitation, **it may automatically create an event in your calendar and the email will be deleted from your inbox**. If this occurs, you will find the email information and the link to join the virtual appointment in your calendar, with the event created for your appointment.

2. Test the link [Join the Microsoft Teams Meeting](#) to make sure everything is all set for your **TEAMS** virtual appointment.

[Rejoindre la réunion Microsoft Teams](#)

En savoir plus sur Teams | Options de réunion

## STEP 2 - Join the virtual appointment

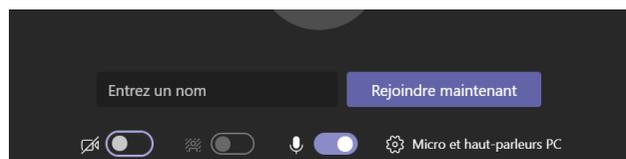
1. A few minutes before your virtual appointment, find your invitation email or the event in your calendar and click on the link to [Join the Microsoft Teams Meeting](#).



### Computer

**!** Make sure you downloaded the TEAMS app prior to your appointment

2. The meeting will open in the **TEAMS app** automatically.
3. Type your full name and click on **Join now**.



### Mobile device

**!** Make sure you downloaded the TEAMS app prior to your appointment

2. Choose **Join as a guest**.
3. Type your full name and select **Join now**.



Saisissez votre nom, puis sélectionnez Se joindre à la réunion.

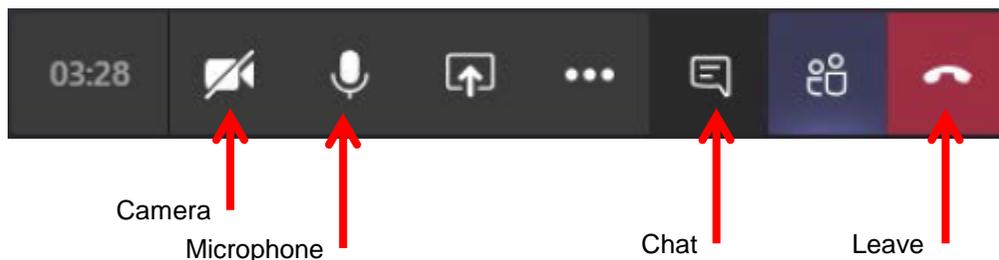
Louis Roy



4. You are now into the meeting room or lobby. **You may encounter one of the following scenarios:**
  - The health professional is already waiting for you in the **meeting room**. In this case, the virtual appointment will start immediately.
  - You joined the meeting first and you will wait for the health professional in the **meeting room**.
  - You joined into the **virtual lobby** where you will wait until the health professional will admit you. If no one admits you to the meeting within 30 minutes, you will be removed from the lobby. If that happens, you can try joining again with the same link.

## STEP 3 - Conduct the virtual appointment

Here are the main features you can use during your virtual appointment:



Visit the Quebec Telehealth Network website for all documents and tools about TEAMS : [telesante.quebec](https://telesante.quebec)