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

**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.*

2. Test the link [Join the Microsoft Teams Meeting](https://www.microsoft.com/fr-ca/microsoft-365/microsoft-teams/download-app) to make sure everything is all set for your *TEAMS* virtual appointment.

*https://www.microsoft.com/fr-ca/microsoft-365/microsoft-teams/download-app*
STEP 2 - Join the virtual appointment

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

2. The meeting will open in the TEAMS app automatically.

3. Type your full name and click on Join now.

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

Last update: 2020/05/28