

Using Microsoft Teams for Video Visits



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What You Need to Know

Video visits can be an excellent alternative to in-person clinical care. Microsoft Teams is one of the ways that you can meet with your provider from the safety of your own home.

Three Easy Steps to your Microsoft Teams Appointment

1 Initial Phone Call & Check-in

On the day of your scheduled video visit, the Front Desk staff will call you (the patient) and complete the check-in process. The Front Desk staff will give you a **11 or 12-digit Meeting ID and Passcode with 6 letters and numbers**. Write this information down, you will need it to join the video visit.

2 Join Microsoft Teams & Rooming

After the check-in process is complete, you will join the video visit by visiting: www.lluh.org/video. Enter the Meeting ID and Passcode in the fields requested. The clinic nurse will join the video (or call) to verify medical information including medications, symptoms, allergies, etc.

3 Clinical Video Visit Begins

Now that you are **connected to the Microsoft Teams** video visit from your computer or smart phone, your healthcare provider can begin the medical visit.

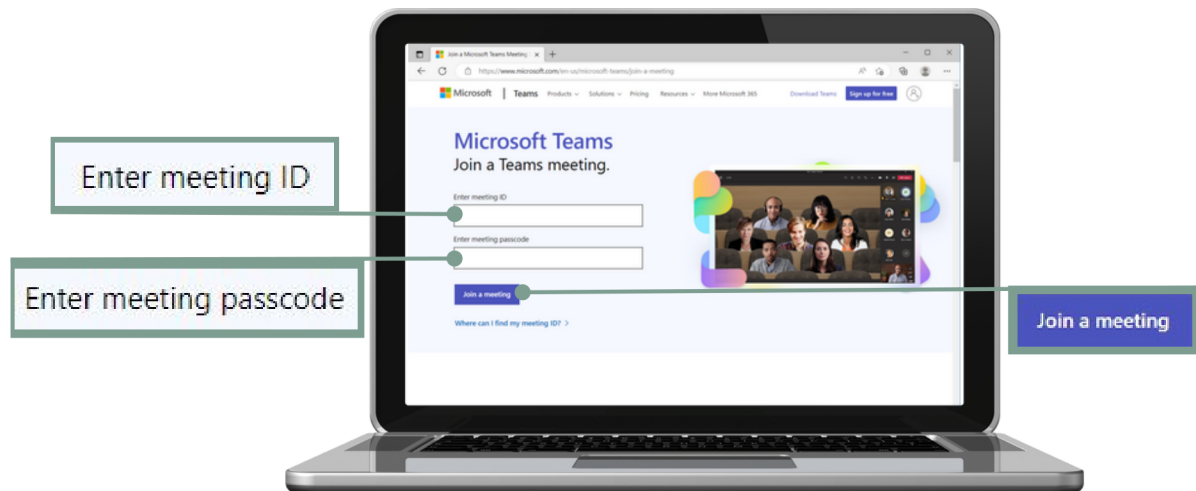


Using Microsoft Teams on Desktop or Laptop Computer

From your home computer, you will need:

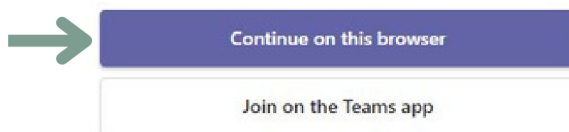
- ✓ WiFi
- ✓ Web Camera
- ✓ Microphone
- ✓ Headset (highly recommended)

- 1 Open your internet browser and search for www.lluh.org/video as seen below. You will see the Meeting ID and Passcode field and 'Join a meeting' button.

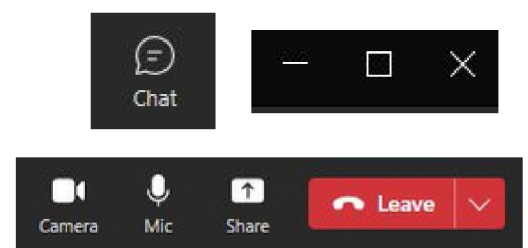
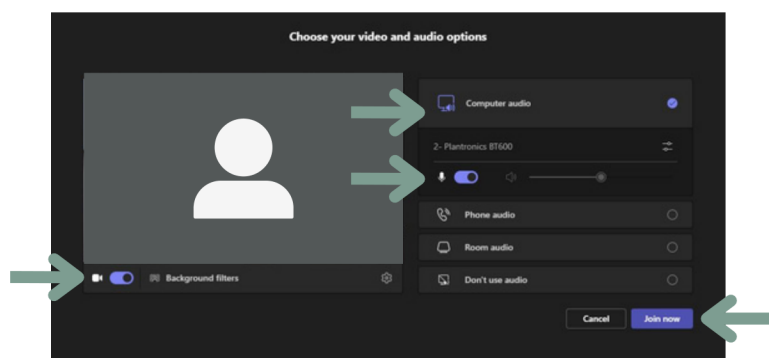


- 2 In the Meeting ID and Passcode fields, enter the codes provided to you by the front office staff. The **Meeting ID will be a 11 or 12-digit code**. The **Passcode will be a code with 6 upper/lower case letters and numbers**. Select the 'Join a meeting' button to join the video visit.

- 3 Upon joining Microsoft Teams, select '**Continue on this browser**'. The Microsoft Team video meeting will open, turn on your camera and microphone. To join, select '**Join now**'.



- 4 Expand your screen if necessary to fill the space of your computer. A tool bar will display on your screen. Be sure your video and audio are turned on. You also have a chat feature and the ability to leave the meeting when done.



Using MS Teams with a Smart Phone

iPhone, iPad, Android Devices

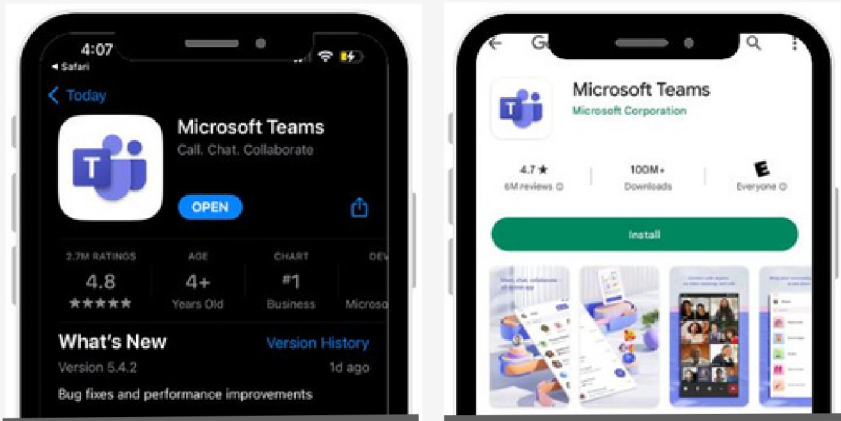
From your Smart Phone, you will need:

✓ WiFi ✓ Phone Camera ✓ Microphone

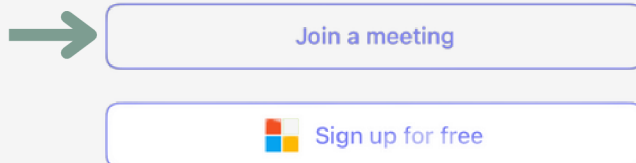
✓ Microsoft Teams app downloaded from App Store or Google Play

Option 1: *Download the Microsoft Teams app and join from the app*

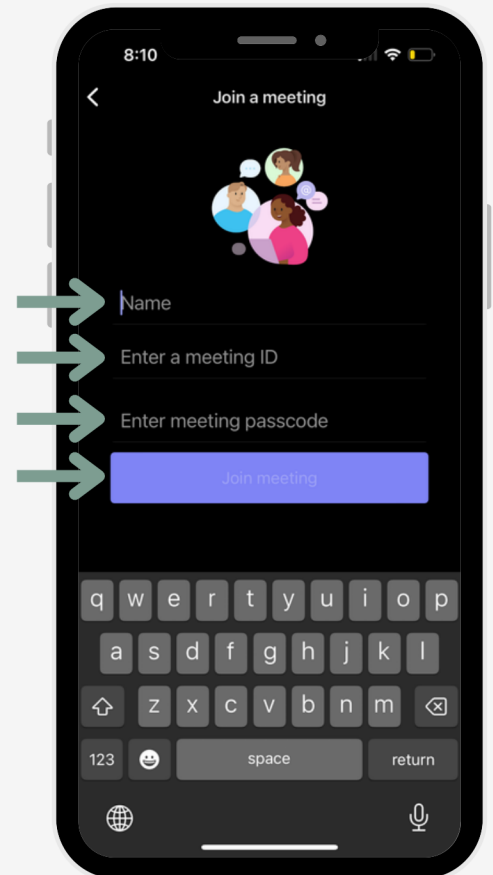
1 You will need to download the Microsoft Teams app to your smart phone to conduct the video portion of your visit with your provider.



3 Once the download is complete (only takes a few minutes), open the Microsoft Teams app. Select the '**Join a meeting**' button on the bottom of the screen to enter the video visit information.



2 Enter your name and the codes provided to you by the front office staff. The **Meeting ID will be a 11 or 12-digit code**. The **Passcode will be a code with 6 upper/lower case letters and numbers**.



Using MS Teams with a Smart Phone

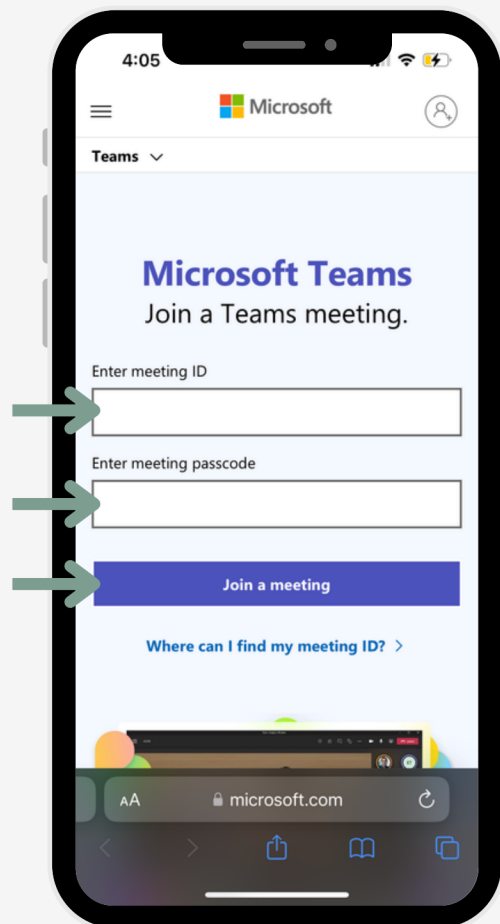
iPhone, iPad, Android Devices

From your Smart Phone, you will need:

- ✓ WiFi
- ✓ Phone Camera
- ✓ Microphone
- ✓ Microsoft Teams app download from App Store or Google Play

Option 2: *You have a Microsoft account and the Microsoft Teams App*

- 1 You will need to open your internet browser and search for **www.lluh.org/video** as seen below to conduct the video portion of your visit with your provider.



- 2 On the Microsoft Teams screen, enter your name and the codes provided to you by the front office staff. The **Meeting ID will be a 11 or 12-digit code**. The **Passcode will be a code with 6 upper/lower case letters and numbers**.

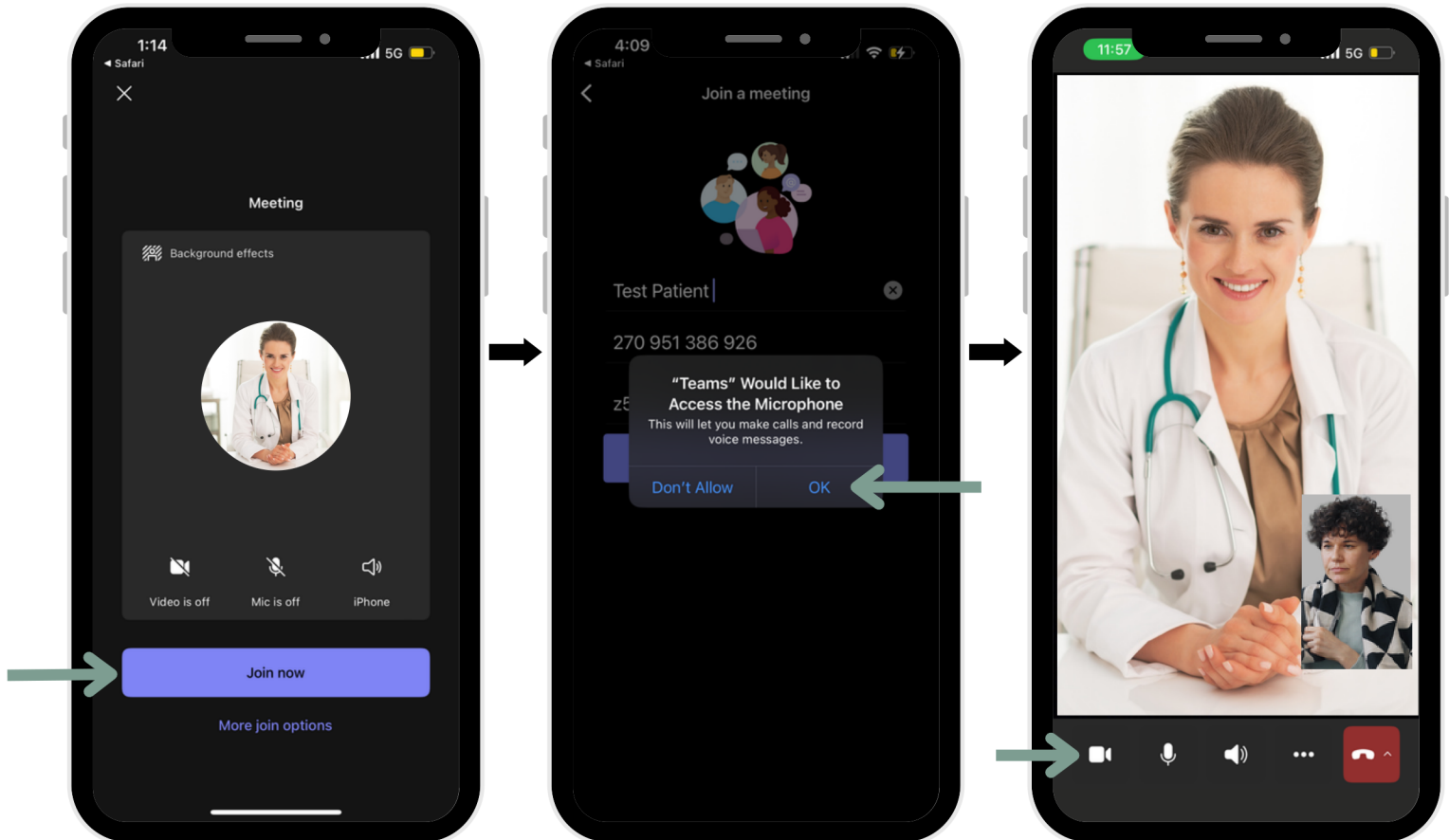
Select the '**Join a meeting**' button to join the video visit.

- 3 You will be taken to the Microsoft Teams App.

The video screen will open, select '**Join Now**' button and select '**Ok**' to turn on your camera and microphone.

4

Finally, you should see your provider on your screen. You can begin your video visit now.



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