



Telehealth at St John of God Health Care

MS Teams for clients

Quick reference guide

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Telehealth for clients

St John of God Health Care is now using telehealth to connect you to your health care provider without the need for a face-to-face appointment. The platform used for your telehealth appointment is called Microsoft Teams.

How will I know about my telehealth appointment?

After your individual needs have been assessed by your health care team, and you have chosen telehealth as your option, you will then receive an email confirming your Teams appointment. The email will include what you'll need for the appointment and link to join the meeting.

You will also receive the reminder email one day before the appointment.

What will I need?

- A working laptop, tablet or smart phone with a front camera.
- A fully charged device, or access to power.
- An internet connection - *if you can play a YouTube video, you are able to support a video appointment.*
- Your email address.
- A well-lit space so the healthcare provider can see you.
- A quiet space to reduce distractions.
- **Optional:** headphones that connect to your device for clear audio and to protect your privacy.

Joining a Microsoft Teams telehealth appointment

Join from your mobile phone, tablet or computer

1. You can join the appointment by clicking **Join your appointment** in your meeting invite that was sent to you by email.

Your Booking is confirmed.

Bookings details

Service Name

Initial consult

With

Test_Telehealth_F1

When

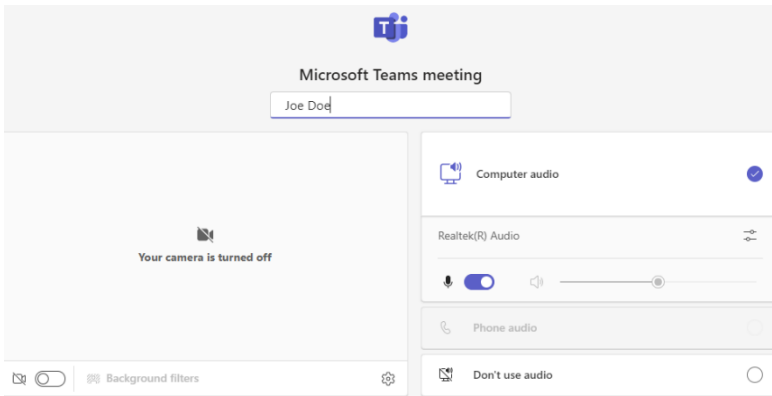
Thursday, January 23, 2025

11:30 AM - 12:30 PM

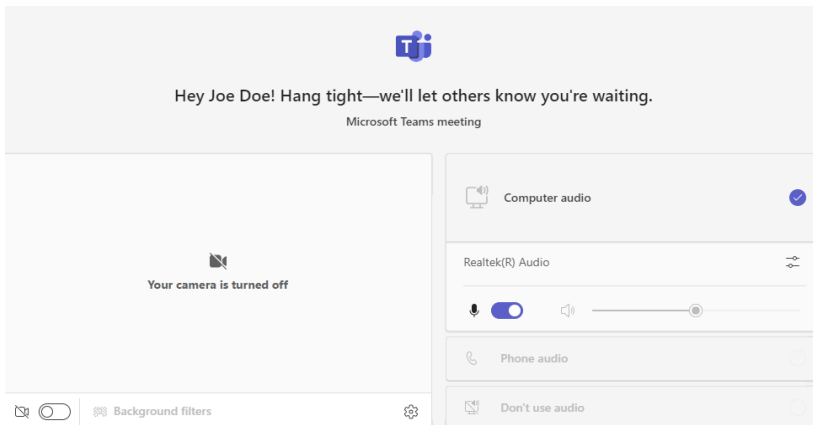
(UTC+08:00) Kuala Lumpur, Singapore

 **Join your appointment**

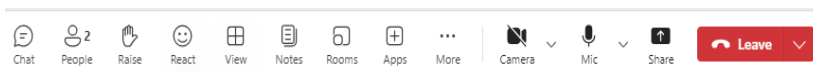
2. Enter your **name** in box provided and click the **Join now** button.



3. Once you have joined the meeting you will be directed to a virtual lobby where you will wait until the clinician admits you into the appointment.



4. Once your clinician has admitted you to the meeting, you can turn your camera on and off by tapping the video symbol. You can also mute and unmute yourself by tapping the microphone symbol.



5. When your appointment is finished, click the **Leave** button.

Troubleshooting

How to test a Teams meeting prior to your appointment

- Go to the link in the email invite.
- Click **Join the meeting now**.
- This will take you to the appointment (you will be the only participant in your appointment if you do this in advance of the appointment time).
- Make sure nothing is blocking your camera.
- Make sure the lighting in your room is good - windows behind you can often shadow your face on screen.
- Reduce any background noise e.g. close the windows if the traffic is loud.

Problems joining my meeting

The Microsoft Teams link won't open.

- Right click on the **Join the meeting now** link and select **Copy hyperlink** from the options viewed. Copy and paste this hyperlink into an internet browser (example: Google Chrome or Internet Explorer). It may take a few minutes to download.

I can't find the Microsoft Teams link to start the meeting.

- The link is included in the email you received confirming your appointment.

The link also in your reminder emails sent one day before your appointment.

I'm using my phone, but can't open the meeting without downloading the app.

- You will need to download the Microsoft Teams application. If you can't or don't want to download the application you will need to join the meeting with a laptop or computer.

Problems during the meeting with sounds or video

They can't hear me.

- Make sure the microphone on your computer is not muted.
- Ensure you are not muted in the Microsoft Teams meeting.

I can't hear them.

- Make sure you have your volume turned up and on.
- Make sure you have 'sound' on your device, if not you may want to try using headphones.

They can't see me.

- Ensure your camera/video is not off in the meeting.
- Do you have a camera on your device and is it blocked by something?
- If you have been on a previous video call before the meeting you need to make sure to shut that call down so Microsoft Teams can take over the camera.
- Sometimes if the server is too busy, the software will remove the video to preserve the meeting. When this happens, you will only hear them via audio.

I'm getting an error about my microphone or speakers not connecting.

- Quit the meeting and re-start.
- Switch your device off and on again.

There is a screeching echoing noise.

- Turn off all other microphones and shut down any other applications which may be using a microphone or speakers.

The video quality is poor or keeps dropping out.

- You may need to continue the meeting without the video by turning it off by pressing the red video button.