

## Steps to prepare for a teleconsultation

### Participate in a teleconsultation as a patient

» [Source: https://telesantequebec.ca/en/patient/patient-virtual-meeting/](https://telesantequebec.ca/en/patient/patient-virtual-meeting/)

#### 1. Learn more about teleconsultation

Teleconsultation, also called a virtual meeting or consultation. It is a telehealth practice that allows you to consult a health professional in real time and remotely.

- Takes place at home;
- Allows people to see and hear each other;
- Uses an app (Microsoft Teams in Quebec's health network);
- Can be done with a computer, tablet or smartphone.

#### What are the advantages?

Your appointments take place at home, which saves you time, energy and money. In addition, teleconsultation...

- is free;
- improves access to services;
- allows a friend or relative to participate;
- is safe;
- is easy to use.

#### Who is it for?

A teleconsultation is proposed by the health care professional when it is deemed appropriate for the patient.

You may be **a good candidate** if:

- Travel is a problem for you or your informal caregiver;
- You have infectious symptoms or specific risks of contracting an infection;
- A telephone consultation is not sufficient (a video image is desired).

You are probably **not a good candidate** if:

- You do not have a computer, tablet or smartphone;
- You do not have access to the Internet;
- You are not comfortable with the technology used;
- Your health problem requires a physical examination.

In the end, the decision is yours and the key question is: **Do you agree to participate in a virtual meeting?**

(see the next step: Consent to a teleconsultation).

#### Can I be accompanied by someone?

Teleconsultation allows you to be accompanied by a friend or relative. This person may be present at your side or connected remotely using their own device.

Tell your professional that you want to include someone in the meeting. On the day of the teleconsultation, they will be able to use the same login link as you.

## 2. Consent to a teleconsultation

According to the law\*, a patient has the right to accept or refuse an intervention by a health professional. This means you have the right to:

- be informed about available services and resources, such as telehealth;
- participate in decisions concerning you, such as the choice of the mode of consultation;
- change your mind along the way if you prefer that your next consultations take place using a mode other than teleconsultation.

So never hesitate to ask questions and discuss it with your health professional!

### What am I consenting to?

I agree to participate in an online communication that involves an exchange of personal information using the Microsoft Teams app. It is important to know that the Ministère de la Santé et des Services sociaux has strict security protocols in place. This greatly reduces the risk of data interception.

The meeting will not be recorded unless your professional makes a specific request to do so. If so, they will tell you the purpose of the recording. You will have the option to accept or not.

## 3. Check if I have the necessary technology

In the days before the meeting, you can do a few checks and tests.

### Technology you will need

To participate in a virtual meeting, you must:

1. Have an email address;
2. Have a private Internet connection at home;
3. Important: for the security of your personal data, avoid using a shared public connection.
4. Have a computer with a camera, microphone and speakers or a mobile device such as a tablet or smartphone. Headphones are recommended, but not required;
5. Be comfortable using the technology (with someone's help if necessary);
6. Have a login link provided by the professional or clinic.

### Login link for the meeting

Normally, an email will be sent to you with the details of the teleconsultation. This email includes the date, time, name of the health professional and a login link. If you did not receive this link, please contact your clinic or the professional to obtain it.

### Download the Microsoft Teams app

**If you are using a computer:** You do not have to download the app. You will be able to use the web version of Teams.

**If you are using a mobile device** (tablet or smartphone): You have to download the Microsoft Teams app. The app is free and available in your mobile device store: App Store for Apple devices or Google Play for Android devices.

### Ask for support if you need it

You have a problem with the login link or you need to cancel/change an appointment? Contact the clinic or health professional who arranged the teleconsultation.

If you need anything else, a provincial technical support service is available. Information on this service can be found on the [Technical support for patients page](https://telesantequebec.ca/en/patient/cssns-support/) (source: <https://telesantequebec.ca/en/patient/cssns-support/>).

## 4. Test my equipment and get familiar with Microsoft Teams

This step is helpful if:

- you are not sure if your device is working properly;
- you want to learn more about the Teams app.

### Test the equipment

Check basic settings such as sound, video and your Internet connection. This ensures that your equipment meets the minimum requirements for a teleconsultation.

To do this, use the [Test your equipment before a teleconsultation](https://telesantequebec.ca/en/test-equipement/) (source: <https://telesantequebec.ca/en/test-equipement/>) page.

If you get a “failed” message, you can contact the provincial support service to try to solve the problem. The contact information for this service can be found on the [Technical support for patients](https://telesantequebec.ca/en/patient/cssns-support/) (source: <https://telesantequebec.ca/en/patient/cssns-support/>) page.

### Get familiar with Microsoft Teams

Microsoft Teams is the app used for virtual meetings in the health network. As a patient, using Teams is simple and does not require you to create an account.

When you take part in a teleconsultation with Teams, a number of options are available. Here's an overview of some useful buttons:



Legend (those in bold are the most important):

1. Chat: messaging tool
2. People: number and names of participants
3. Raise: indicate that you wish to speak
4. React: send a reaction emoji
5. View: change the on-screen display
6. More: settings and other options
7. **Camera: activate/deactivate camera**
8. **Mic: activate/deactivate microphone**
9. Share: share your screen
10. **Leave: leave the meeting**

## 5. Get set up and have everything ready for the teleconsultation

It is almost time for your virtual meeting. Be sure to complete the final preparations.

## Choose and organize your environment

Choose an environment that is conducive to a teleconsultation. **Your home is a better choice than a public place.** This ensures privacy and avoids the security risks associated with public Internet connections.

**Quiet and private:** As much as possible, choose a private, comfortable place where no one can see or hear you.

**Ambient light:** Adjust the lighting to be clearly visible to the health professional. Do not stand with your back to a window. If necessary, close the curtains and turn on the room lights.

**Background noise:** Your microphone captures your voice, but also some of the background noise. So make sure you choose a quiet place. Avoid distractions such as TV or people talking nearby.

## Have everything ready

- Make sure you have the same documents and information on hand as for an in-person appointment:
- Your health insurance card;
- Your telephone (so your professional can reach you if a problem arises);
- Any information about your health that might be useful to your professional, for example:
  - A list of your symptoms;
  - Recorded data such as your weight, temperature, blood pressure or blood sugar levels;
  - If it is a first meeting: your medical history, prescription medications (have your medication containers on hand), allergies, vaccines, previous surgeries and hospitalizations, etc.;
- A list of questions you want to ask the professional.

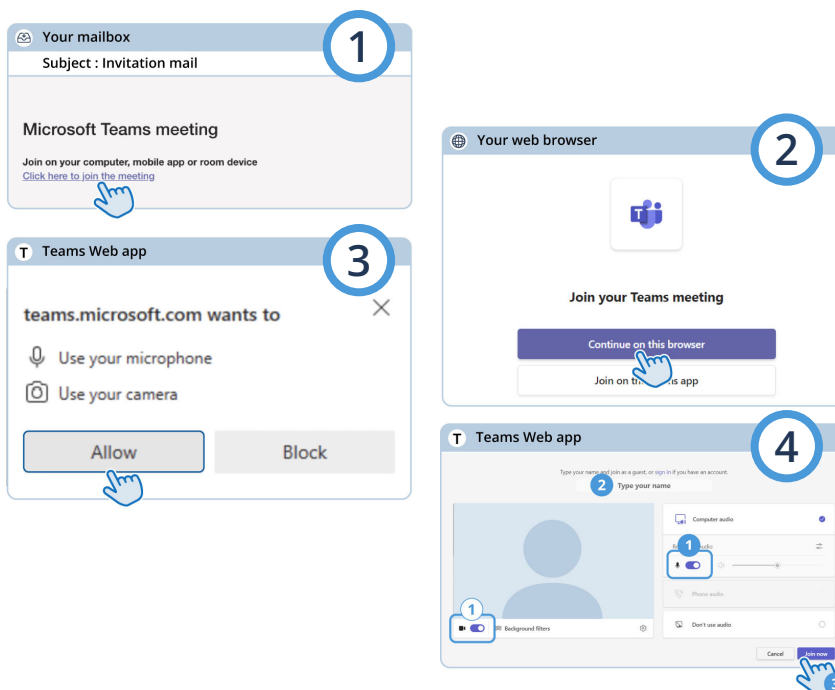
## 6. Log in with a computer

It is time for your virtual meeting with your health professional. Here's how it should go.

### Log in to the meeting

1. About ten minutes before the agreed time, log in to the meeting by clicking on the Teams link provided in the email invite.
12. Click "Continue on this browser" to use the web version of Teams.
13. You will be asked to authorize the use of your microphone and camera. Click "Allow".
14. The next window allows you to activate audio and video and identify yourself.
  1. Make sure the camera and microphone icons are activated;
  2. Enter your full name in the "Type your name" field;
  3. Click the "Join now" button when you are ready to start the meeting.

If an accompanying person logs in to the meeting using their device, they will have to follow the same steps and enter their own name.

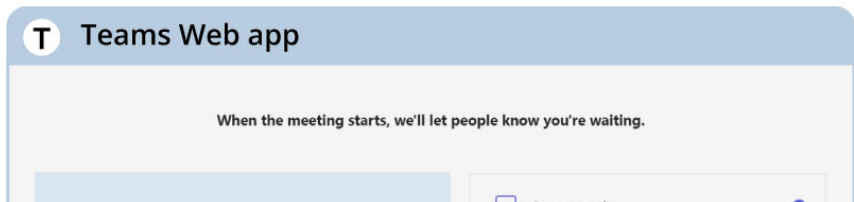


### Wait in the virtual lobby

Usually, you will have to wait in a virtual lobby at this stage. When your professional is ready, they will admit you to the meeting.

Please be aware that the wait time may be extended, as is sometimes the case in the actual waiting room of a clinic.

If you are not admitted within 30 minutes, you will be automatically logged out of Teams. If this happens, log in again using the link provided.



## 6. Log in with a tablet or mobile phone

It is time for your virtual meeting with your health care professional. Here's how it should go.

### Log in to the meeting

1. About ten minutes before the agreed time, log in to the meeting using the Teams link provided in the email invite.
2. Choose "Join without signing in" to join the meeting as a guest.
3. Select "While using the app" when prompted to allow audio use.
4. When prompted to allow call management, select "Allow".
5. The next window allows you to activate audio and video and identify yourself.
  1. Make sure the camera and microphone icons are activated;
  2. Enter your full name in the "Enter name" field;
  3. Click "join now" when you are ready to start the meeting.

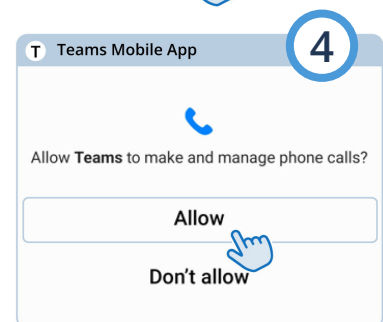
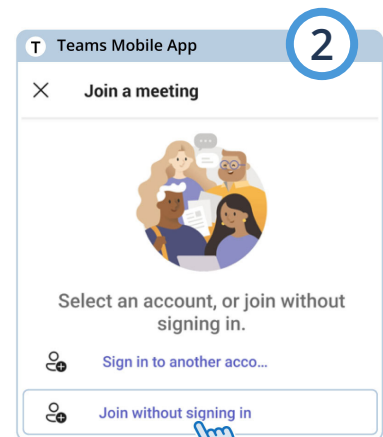
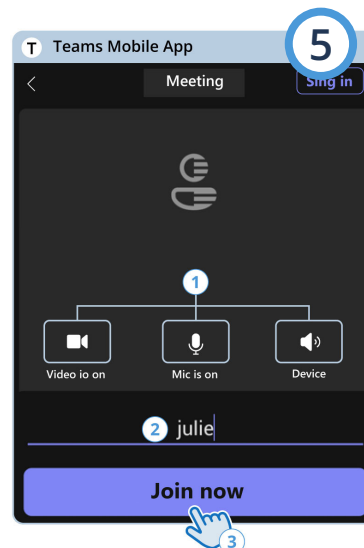
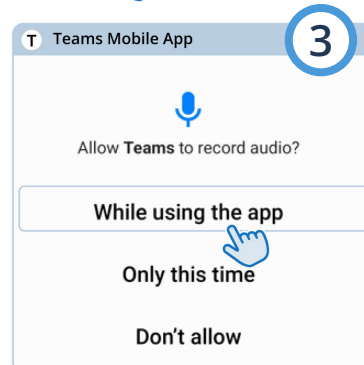
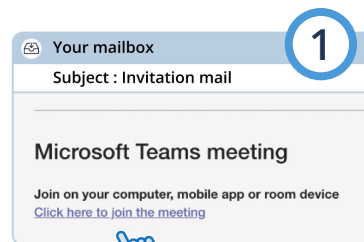
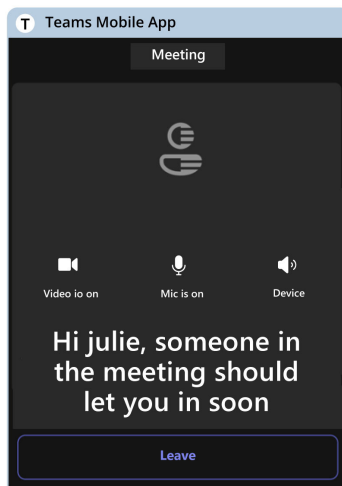
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## 7. Participate in the teleconsultation

At the start of the meeting, you will have to confirm your identity. Holding your health insurance card up to the screen is a good way to do this. If someone else is with you, let your professional know and introduce them.

During the meeting, stay visible to the camera and speak clearly. Do not hesitate to make comments and ask your professional to clarify information. This is particularly important during a teleconsultation given the possible sound interruptions.

### Share documents

Sometimes you will have to exchange documents such as prescriptions, photos or forms with the professional. If so, specific instructions will be provided. For security reasons, Microsoft Teams messaging or email is recommended for this.

### If there is a technical issue

Sometimes the connection is interrupted during a meeting. If this happens, log in again using the link provided in the invite.

Sometimes, technical problems can disrupt the consultation, such as:

- difficulty hearing,
- difficulty activating the microphone or camera
- a frozen screen.

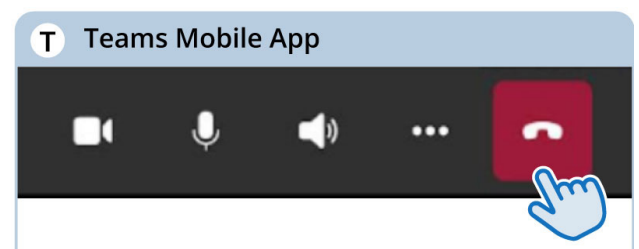
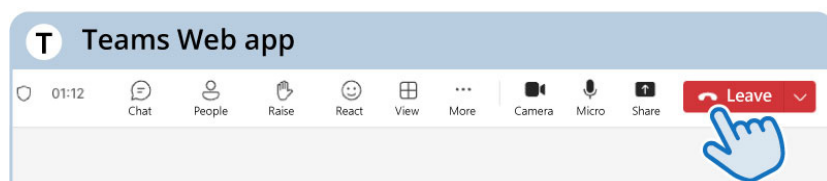
If it's the case, please inform your professional in order to find a solution.

If you continue to have significant technical issues, your professional may try to reach you by phone.

## 8. End the teleconsultation

At the end of the meeting, your professional will tell you their findings and agree on the next steps with you. Do not hesitate to ask any questions that may not have been answered.

To end the meeting, click the red "Leave" button and close the Teams app.



### Your assessment of the experience

If you have any comments or dissatisfaction about your teleconsultation experience, do not hesitate to share them. with your professional, the clinic or the health care facility.

It is crucial to assert your rights and preferences as a patient. Your feedback also allows clinical teams to improve their practices.

Remember that you can request that your next appointment take place by teleconsultation, by telephone or in person. However, be aware that the availability of these options varies depending on the possibilities of the clinic and your health.

\*AHSSS, Chap. S 4.2, s. 9, online