RÉSEAU QUÉBÉCOIS
DE LA TÉLÉSANTÉ
(RQT)

STARTUP GUIDE for your individual meeting via TEAMS

This guide was replaced in April 2024 by the Participate in a teleconsultation as a patient page on telesantequebec.ca. While the content of the guide remains valid, the new page contains more complete and up-to-date information.

We invite users to replace the link to the guide with the link to the new page in their communications: *https://telesantequebec.ca/en/patient/patient-virtual-meeting/*

The objective of this guide is to present you with the right conditions to succeed in your first remote consultation with a health professional.

This guide will enable you to:

- Identify the steps to achieve the virtual meeting;
- Check the technological prerequisites and anticipate sound and image problems;
- Know some of the implications such as consent, and communication with the professional;

If you have specific questions about the virtual meeting, please contact your professional or clinic.

Context

How a virtual meeting works

The virtual meeting, also called teleconsultation, is a telehealth practice that allows you to consult a health professional in real time and at a distance. It can be done at home via a computer, tablet or smartphone.

Benefits and challenges

It avoids the inconvenience of travel, facilitates access to health services and ensures confidential and secure communication.

Teams Application

In the health network, various virtual meeting applications are used, but the Microsoft Teams tool is recommended by the Ministère de la Santé et de Services sociaux.

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STEP 1 - Prerequisites

Technological prerequisites

In order to participate in a virtual meeting, you must:

- Have an email address;
- Have an internet connection at home;
- Be comfortable using technology (with the help of a loved-one if needed);
- Have a computer with a camera, microphone and speakers or a mobile device such as a tablet or smartphone.

With a computer, a headset with a built-in microphone is recommended, for better sound quality.

For more features in the Microsoft Teams application, it is recommended to download it.
The application is available for free online by clicking here.

With a mobile device, the use of a headset is optional since the microphone and speaker are built into the device.

It is necessary to download the Microsoft Teams application, available for free in the App Store or Google Play.

Agreement for the virtual meeting

As a user, your consent is required for a virtual meeting.
At any time during your follow-up, you can choose to meet by phone or in person if you prefer.

Consent

By law*, a user has the right to accept or refuse a professional intervention. Do not hesitate to ask questions. Be aware that participation in a virtual meeting involves an exchange of personal information in real time with the professional, but that no audio-visual data is stored following the meeting.
**LSSSS, Chap. S 4.2, art.9*

Recording

In exceptional cases, the professional may wish to record the meeting for teaching or evaluation purposes. You will be notified and you may accept or decline.

STEP 2 – Preparing for the meeting

Receipt of an invitation email

You will receive a virtual appointment confirmation email from the professional or clinic. This should include:

- the date and time of the appointment, and the name of the provider;
- the link to connect to the Teams virtual meeting when the time comes.

It is possible that the email sent by the professional or the clinic is protected by encryption to ensure secure transmission. If this is the case, you will need to decrypt the email in order to read it. A procedure is available to perform this step. Click here.

Test before the meeting

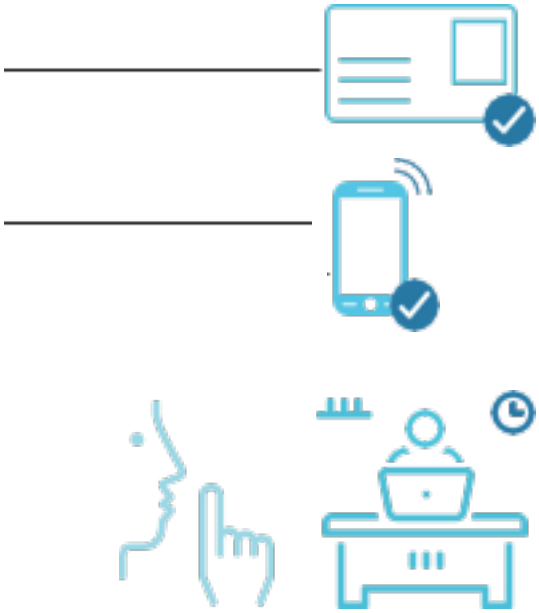
If you feel the need, it is possible to test Teams before the time of the meeting to make sure the connection works. It is also possible to test the operation of parameters such as sound, video and Internet connection before participating in a virtual meeting. Click here to access a page to perform these tests.

To have a test meeting, ask your clinic or professional. They will tell you if someone at the facility is able to perform the test with you.

Technical Support

If you have any difficulties, do not hesitate to contact your professional or the clinic before the meeting. Some institutions have a specific technical support service for users. There is also a provincial support center for telehealth activities. Click here to access the information and contact page.

STEP 3 – Before starting the meeting



Health Insurance card and telephone

Have your Health Insurance card with you (for identification purposes).

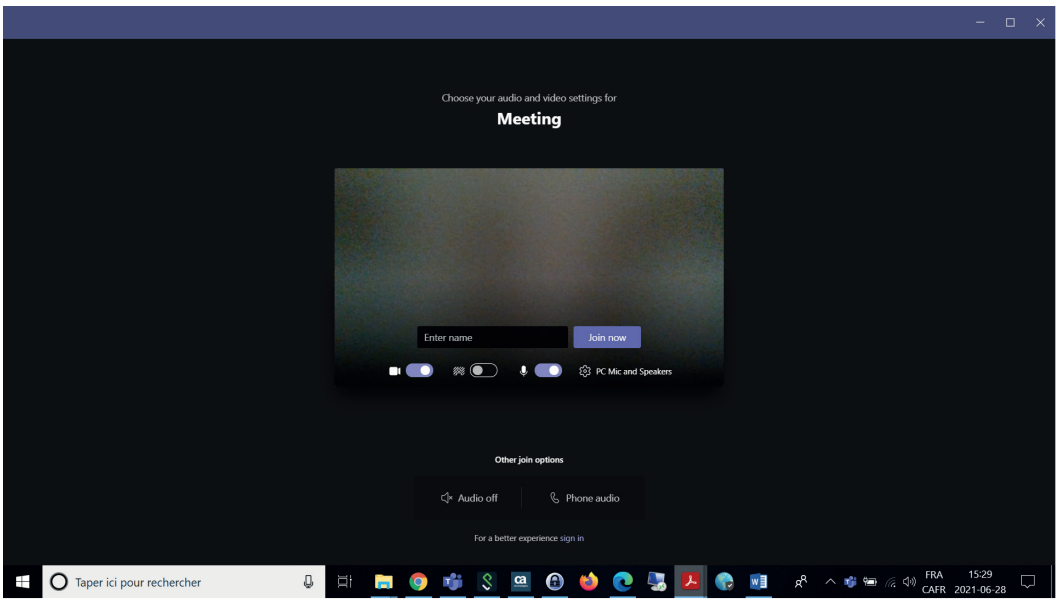
Environment

Have your phone nearby (so that your professional can reach you in case of a problem).

Connection

Sit in a quiet space with no ambient noise. Choose artificial lighting over natural light (close curtains if necessary). Make sure you are located near your Wi-Fi router and that no one else in your household is using the Internet connection during the meeting.

About 15 minutes before the agreed upon time, log in to the meeting by clicking on the Teams link provided in the invitation email. The "Choose your audio and video settings for Meeting" window is the first one that will be presented to you. This will allow you to verify that the sound and image are working before the meeting begins.

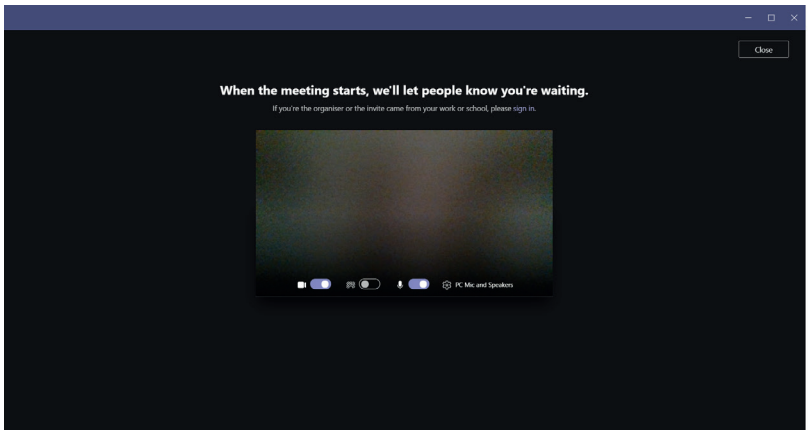


Enter your full name and click the "Join Now" button when you are ready to start the meeting.

STEP 4 – During the meeting

Arrival in the meeting: the virtual Waiting Room

Unless an exception is made, you will arrive in a virtual Waiting Room. When your professional is ready, he or she will admit you to the appointment. Be aware that the wait time may extend itself, as is sometimes the case in an on-site clinic Waiting Room.



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

Validation of each person's identity

At the very beginning of the meeting, it is customary for the professional and the user to identify themselves correctly.

Express your comments and questions

Never hesitate to repeat or clarify information during the meeting; in virtual mode, for example, the sound may be momentarily muted.

In case of an interruption

Occasionally, the connection may break during a meeting. If this happens, reconnect from the link provided in the invitation. If you are unable to reconnect, your professional may attempt to reach you by phone.

STEP 4 – During the meeting (cont'd)

Sharing of documents

It is sometimes necessary for documents to be transmitted between the professional and you. For example, a prescription, a photo, a form, etc. If this is the case, your professional will give you instructions on how to proceed. For reasons of information security, the use of Teams messaging is often preferred.

End of the meeting

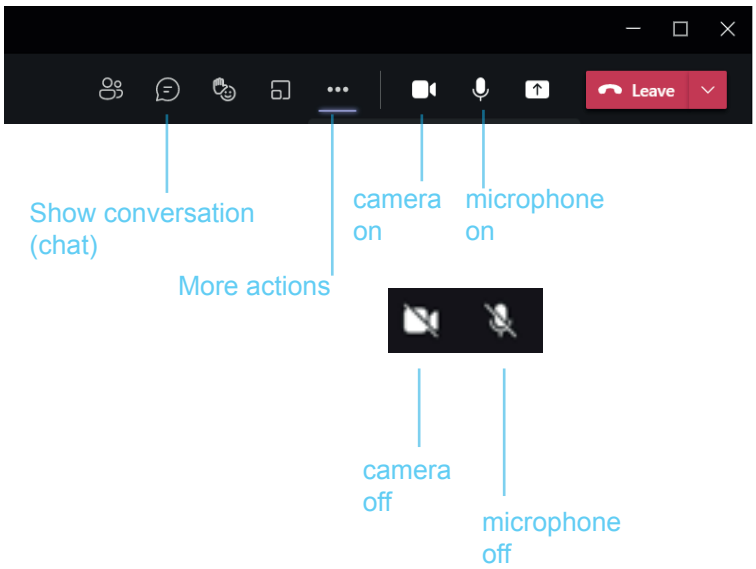
At the end of the meeting, your professional will share his or her findings with you and agree with you on the next steps. Remember that you have the option of continuing your follow-up virtually or choosing a telephone meeting or an in-person visit.

Satisfaction Survey

After the meeting, a short appreciation survey may be sent to you.

Key features of Teams

Detail of parameters



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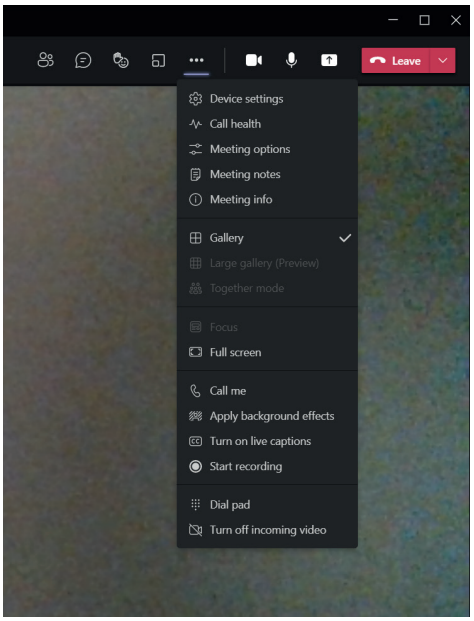

ANNEX – LIST OF TASKS

Before the meeting

- Download the Microsoft Teams app (required with a mobile device).
- In the appointment confirmation email, verify: date, time, provider name and link for the meeting.
- Confirm your agreement to hold a virtual meeting.
- Test the connection, sound and image before the meeting (if necessary).
- Have your Health Insurance card on-hand.
- Have phone close by in case of disconnection.
- Choose a quiet space with no ambient noise.
- Join the Teams meeting by clicking on the link in the appointment confirmation email (about 15 minutes before).

During the meeting

- Wait in the virtual Waiting Room.
- Locate the buttons on the Teams interface to turn on/off your camera and microphone.
- Identify yourself with your Health Insurance card at the beginning of your meeting with the professional.
- Voice remarks and questions to properly clarify communication.

TELEHEALTH
Virtual Healthcare Services
telesantequebec.ca

Consult the
Québec TeleHealth Network
website for all available documents and tools.