

## 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 is a video call with a health care professional. This video call:

- Takes place at home;
- Allows people to see and hear each other;
- Uses Microsoft Teams app;
- Can be done with a computer, tablet or smartphone.

#### What are the advantages of teleconsultation?

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

- is **free**;
- allows a **friend or relative** to participate;
- is **safe** and **easy** to use.

#### Who is it for?

If teleconsultation is available, your health professional will decide if it is possible for you.

Teleconsultation could be a **good idea** 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 would be useful).

Teleconsultation is **probably not for you** if:

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

In the end, the decision is yours and the most important question is: **Do you agree to participate in a teleconsultation?**

(see the next step: *Agreeing to a teleconsultation*).

#### Can I be accompanied by someone during a teleconsultation?

**Yes.** If you would like a friend or relative to take part in the meeting, let your professional know. This person will be able to:

- be present at your side;
- be connected remotely using the same connection link.

## 2. Agreeing to a teleconsultation

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

- be informed about available services, such as telehealth;
- participate in decisions concerning you, such as choosing an appointment in person or remotely;
- change your mind if you prefer that your next consultations take place in person.

You are not obliged to accept teleconsultation. Do not 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. This app is approved by the Ministère de la Santé et des Services sociaux. It is therefore secure. I understand that a leak of information could occur in rare situations.

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. Receive the meeting link

Normally, an email will be sent to you with the details of the teleconsultation. This email includes:

- date and time of appointment;
- name of the health professional;
- **connection link**.

The connection link is essential for a teleconsultation. If you did not receive it, please contact your clinic or health professional.

### Download the Microsoft Teams app?

The teleconsultation will take place using the Microsoft Teams app.

**If you are using a computer:** You **do not have to** download the app.

**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.

### Need help?

There are two options if you need help downloading Teams:

- Watch the video [Download Teams on your smartphone or tablet \(1 min 53 s\)](#).  
This clip is offered in French with English subtitles;
- Contact a support center technician for free assistance at 1 833 564-0404.

## 4. Test my equipment

Equipment testing means checking that sound, video and your Internet connection are working properly.

If you are unsure whether your computer or mobile device is ready for teleconsultation, use the [Test your equipment before a teleconsultation page](#).

**If you get a “failed” message**, you can contact a technician to solve the problem.

### Get technical support

The [Centre de soutien des services numériques en santé \(CSSNS\)](#) is here to help:

- Monday to Friday, 7 a.m. to 6 p.m.
- 1 833 564-0404 (toll-free in Quebec)
- [Book a telephone appointment with a technician](#)

## 5. Get set up for the teleconsultation

Final preparation before starting your meeting:

### Organize your environment

Choose the location for your teleconsultation. **Your home is often a better choice than a public place.** This ensures privacy and avoids the security risks associated with public Internet connections.

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

**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.

**Noise:** Your microphone also captures 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

**A.** About ten minutes before the agreed time, log in to the meeting by clicking on the Teams link provided in the email invite.

**B.** Click "Continue on this browser".

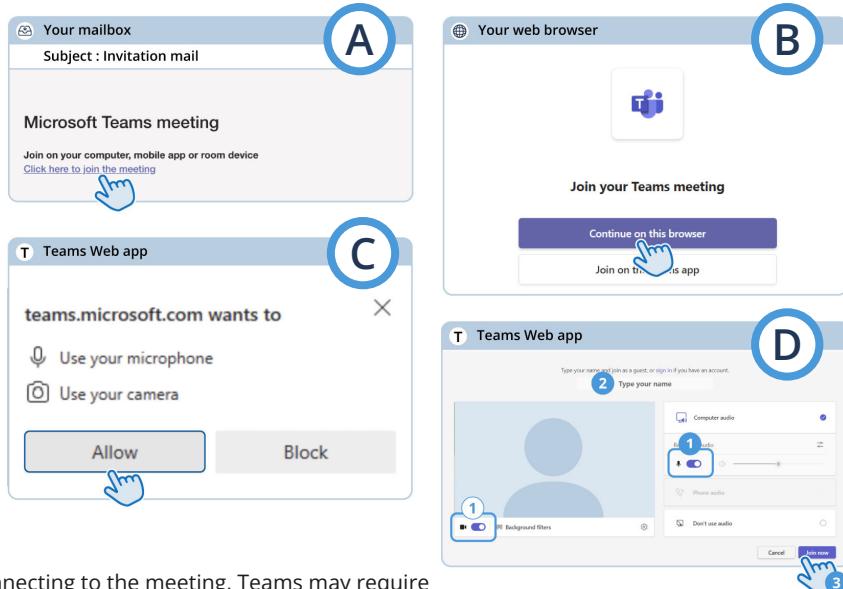
**C.** You will be asked to authorize the use of your microphone and camera. Click "**Allow**".

**D.** 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.

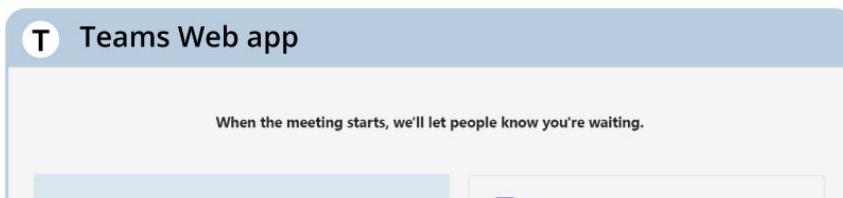
If an accompanying person logs in to the meeting using their device, they will have to follow the same steps and enter their own name.

**Measure to prove that you are a real person** : Before connecting to the meeting, Teams may require a security step. This involves reproducing letters or numbers presented in the form of an image or sound.



### Wait before the meeting

You may have to wait a few minutes before the meeting starts. When your professional is ready, they will admit you to the meeting.

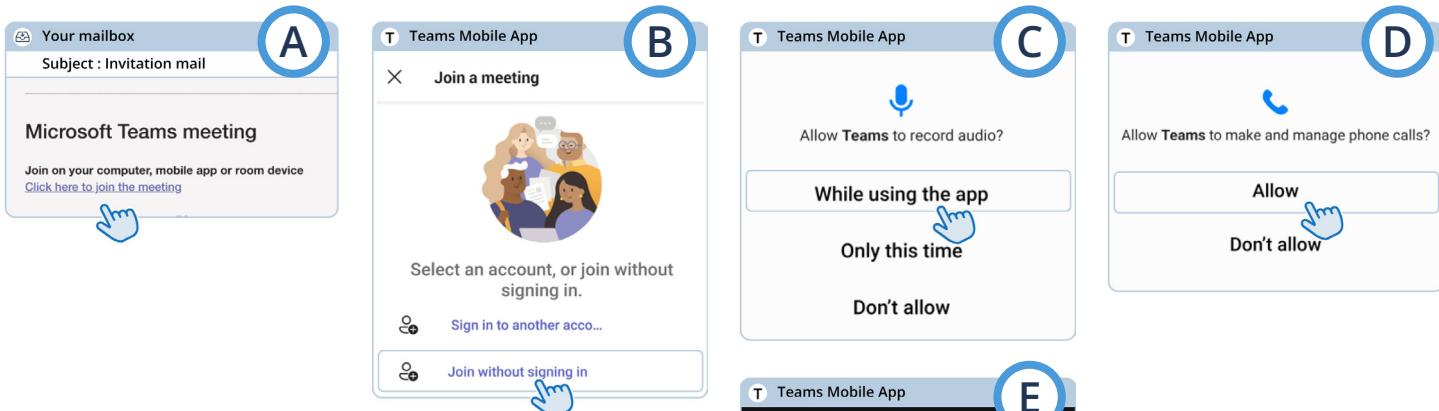


If you are not admitted within 30 minutes, you will be automatically logged out of Teams. If this happens, log in again using the link provided.

## 6 Log in with a tablet or mobile phone

Remember that you must download the Teams app to connect with a mobile device. See step 3 ([Receive the meeting link](#)) to know how.

- A. About ten minutes before the agreed time, log in to the meeting using the **Teams link** provided in the email invite.
- B. Choose “**Join without signing in**” to join the meeting as a guest.
- C. Select “**While using the app**” when prompted to allow audio use.
- D. When prompted to allow call management, select “**Allow**”.



- E. 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.

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

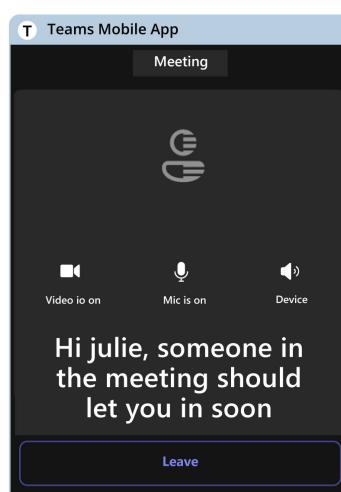
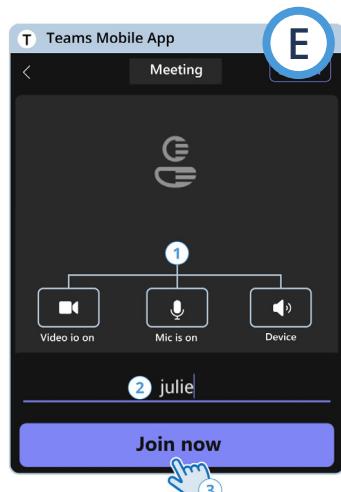
### Measure to prove that you are a real person

Before connecting to the meeting, Teams may require a security step. This involves reproducing letters or numbers presented in the form of an image or sound.

### Waiting before the meeting

You may have to wait a few minutes before the meeting starts. When your professional is ready, they will admit you to the meeting.

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.



## 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 keep your microphone on.

### Microsoft Teams

Here's an overview of the buttons you can use during a video call with Teams:



*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**

### Share documents

Sometimes you will have to exchange documents such as prescriptions, photos or forms with the professional. Teams messaging or email are the usual means of doing this. Your professional will tell you how.

#### 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:

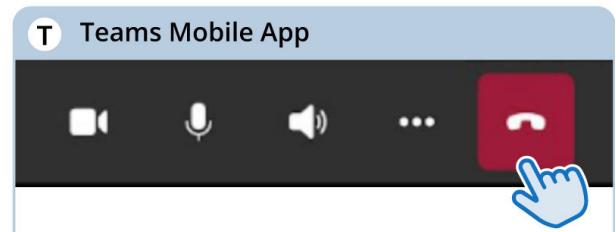
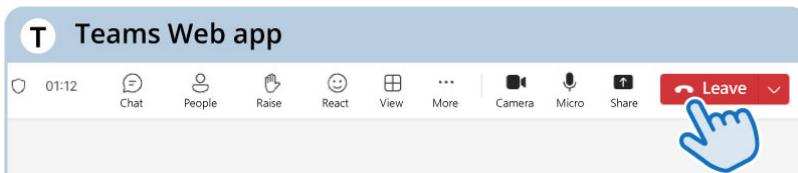
- difficulty hearing,
- difficulty activating the microphone or camera
- a frozen screen.

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.

## End the teleconsultation

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



## Your assessment of the experience

Please feel free to share your comments about your teleconsultation experience. Share them with your professional or clinic. It's important to assert your rights and preferences. Your opinion will also help us improve our services.

Finally, don't forget that you can request that your next appointment take place:

- by teleconsultation;
- by telephone;
- in person.

Your health professional will tell you what options are available.

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