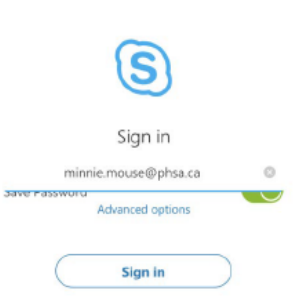
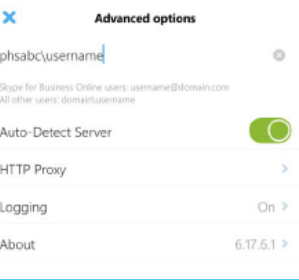
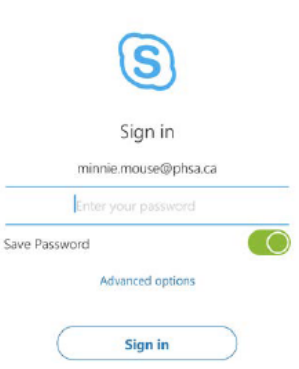


## How do I download the Skype for Business app on my smartphone?

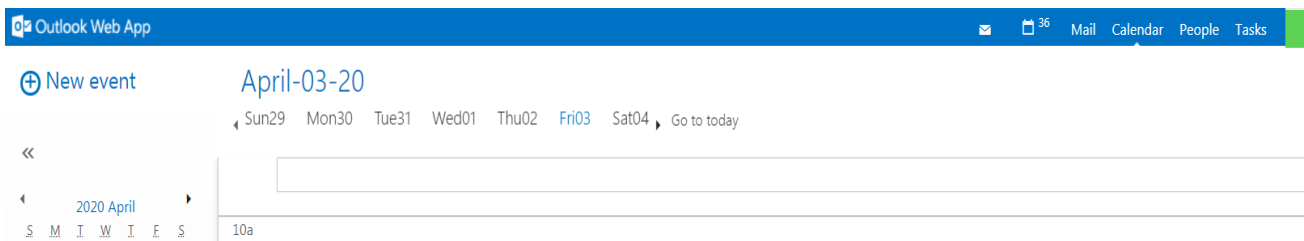
1. Go to the Google Play Store or the Apple App store– Download Skype for Business.
2. Sign in with your PHSA health authority account

<p><b>Sign-in with your Health Authority account</b></p> <ol style="list-style-type: none"> <li>1. Launch the <b>Skype for Business app</b></li> <li>2. Input your Health Authority <b>email address</b> (such as, firstname.lastname@phsa.ca)</li> <li>3. Tap <b>Show Advanced Options</b></li> </ol>	
<ol style="list-style-type: none"> <li>4. Input your <b>domain and Health Authority username</b> in the form of: phsabc\username</li> <li>5. Tap <b>X</b> to return to the Sign in screen</li> </ol>	
<ol style="list-style-type: none"> <li>6. Tap the <b>→</b> icon</li> <li>7. Input your <b>password</b></li> <li>8. Tap <b>Sign in</b> to proceed</li> </ol>	

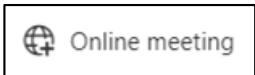
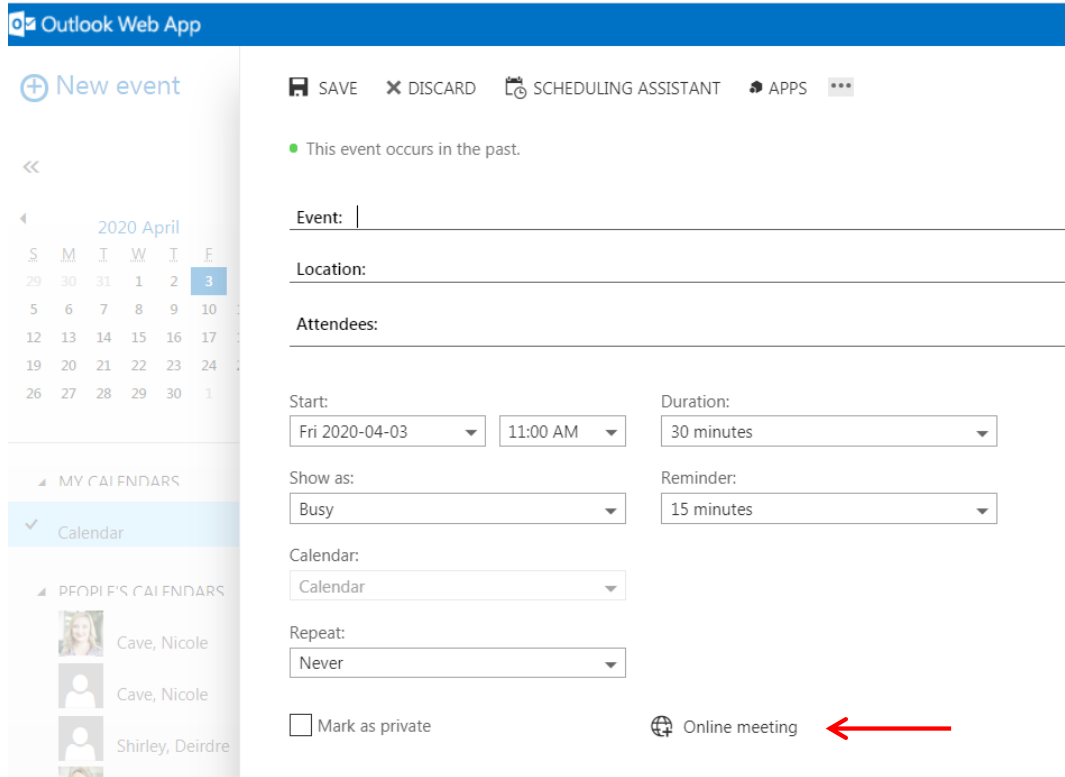
## How do I book a Skype for Business meeting from webmail?

The provider must have a skype for business STANDARD account. Go to <https://webmail.healthbc.org/>. Sign into webmail.

1. Select Calendar on the top taskbar.

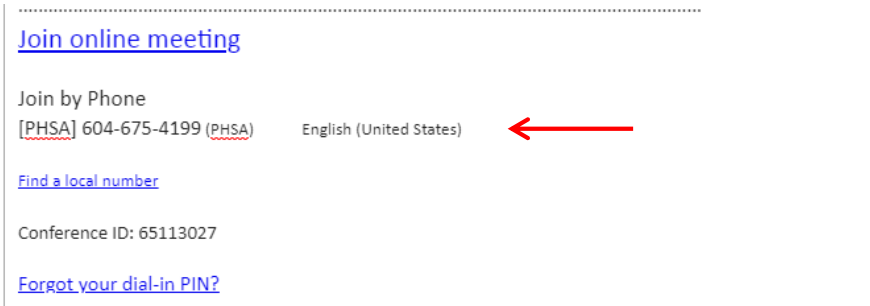


2. Select a time on the calendar for the virtual health visit, then click on the “+new event” icon (top left corner)



3. Click on

4. The Join Online meeting link comes into the email body. Ensure that the phone number and the Conference ID is visible (note, if you do not have a STARNDARD account, this phone number will not show in the invite).



5. Complete meeting details and tap SAVE – the invite will be sent to the attendees.

## Why do I need to have a STANDARD account vs a BASIC account?

You can join a meeting with a basic account. For booking meetings, you need a standard account. If you need to request a standard account, click here for [IMITS Service Catalogue](#).

## Will patients have access to my email through a Skype for Business invite?

If a booking clerk books the skype for business event and “hides your email address in the resource line”, the patient will NOT see your email address.

If you (clinician) book the skype for business event yourself, then your email address will be visible to the patient.

## How to I log on to SKYPE for Business from my home computer?

There is an quick tips guide that is available to you. See “[Skype for Business Provider mobile quick tips](#)”.

## What should I do if the patient is unable to join the Skype for Business appointment?

The patient/family should be instructed to click on “Join Skype Meeting” in the invite received from the booking clerk. If they are having technical challenges, connecting into the virtual event, the patient/family can call into Skype for Business for an audio-only event. Instruct patients/families to go to the invitation email. Under the Join Skype Meeting link, the patient/parent must call the PHSA Skype number, and enter the conference ID #.

→ [Join Skype Meeting](#)

Trouble Joining? [Try Skype Web App](#)

Join by phone

[PHSA 604-675-4199](#) (PHSA)

English (United States)

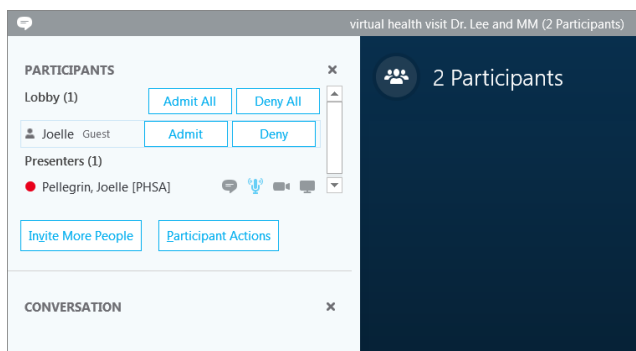
[Find a local number](#)

Conference ID: 12459350


[Forgot your dial-in PIN?](#) | [Help](#)

## What should I do if the lobby indicates multiple attendees but I expected only the patient?

The patient/family has forwarded the invite to others. DO NOT click ADMIT ALL - each guest must be admitted individually. Go to the expected patient name, admit, and discuss why there are more attendees than expected. As the provider, you have control over who is admitted to the virtual appointment. DENY those who should not participate in the event.



To access the participant list, click on the participant icon.




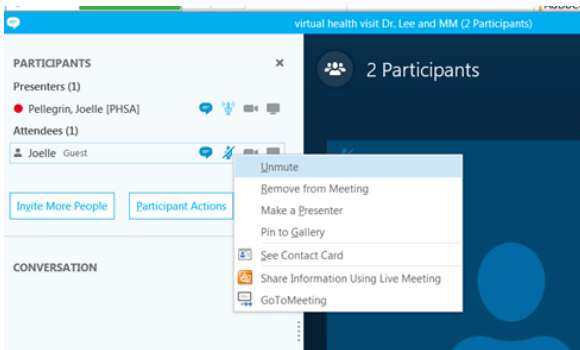
## What should I do if I can't hear or see the patient?

Instruct the patient/family to unmute and turn on the camera (you can request verbally and via the chat function). The patient/family should tap the screen to show the 4 function circles. Tap the microphone icon (the line will disappear indicating 'no longer muted'). Tap camera icon.



If they need additional instruction, direct them to their "Patient/parent virtual health step-by-step" instruction sheet.

If the patient/family is still unable to unmute, you are able to assist. Click the participant icon (click on ). Hover over their name or right-click, and a dropdown menu appears. Click on unmute.




\*Video can only be initiated by the patient/family on their own device.

If all else fails, suggest they re-start - exit the meeting and then re-enter by clicking on the meeting link again.

## What should I do if the audio is poor?

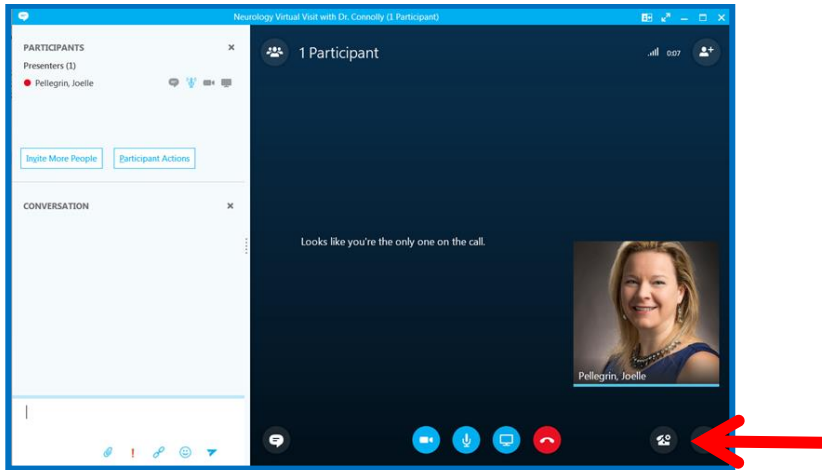
If you are using both the video and the audio and can manage the visit without seeing the patient, turn off your video and instruct the patient/family to do the same. This is done by tapping the screen to show the 4 function circles and then tapping the camera icon:



You may need to instant message the patient if audio is poor. Click on the Text bubble icon . The conversation pane opens up on the left and types your message.

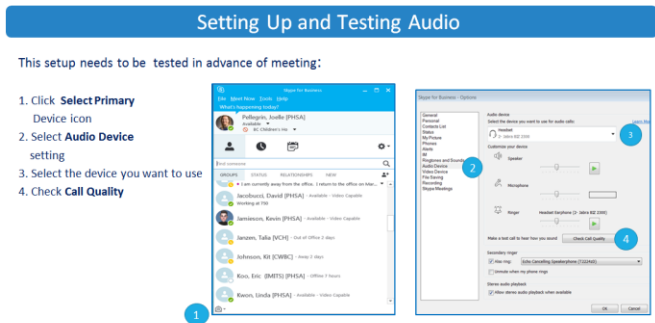
## What should I do if the patient/family cannot hear me?

If the patient cannot hear you, click the phone cogwheel icon on the bottom right. It will show options, i.e. computer audio, headset. Click on the appropriate device.



### What should I do if I unplugged my headset, and now my audio is not working?

If at all possible, do not remove the headsets from the USB plug in your computer, or it may cause your audio settings to reset. Additionally, if you have unplugged your headset, make sure it is connected to your workstation for a few seconds prior to joining a meeting. (Sometimes connecting a headset and joining a meeting at the same time can cause errors. If this happens, you'll need to reconnect to the meeting.) Doing an audio check is always recommended.



While in a virtual health visit, to check or reset your audio, click the phone cogwheel icon on the bottom right of the screen, as described above.

### Do I need to register and schedule my virtual visit in CERNER?

Patient visits that are performed using virtual modalities need to be set-up in accordance with registration and scheduling processes in place for the organization. Contact your program manager or administrative manager for more information.

### What If I need an interpreter for my Skype for Business visit?

Interpreters can be part of your Virtual Health Visit and you should book them through Provincial Language Services (PLS). If you are Health authority staff first time user, sign up by calling 604-297-8400 or toll-free: 1-877-BC Talks (228-2557) during business hours (8:00 a.m. - 4:00 p.m.).

**Immediate or phone booking:** Book or connect to a phone interpreter immediately by calling 604-297-8400 or toll-free: 1-877-BC Talks (228-2557)

**Advance booking:** To access an interpreter more than two business hours in advance of your Virtual Health Visit, use the PLS online system (<https://plscustomer.phsa.ca/>).

**Need an online booking ID or forget your password?** Call the number above or email [pls@phsa.ca](mailto:pls@phsa.ca). Have the following information ready: Appointment date; Start and end time; Location; Language; Purpose of appointment

**What if I need sign-language interpreting?** PHSA provides sign-language interpreting services through the Wavefront Centre. There is no charge to the patient or your department. Please call the Institute directly. Phone: 604-736-7012 Toll-free: 1-877-736-7012

CHBC has created a [Quick Tip How to book an interpreter through PLS](#).

OVH has created [Schedule and Conduct a Virtual Health Visit Meeting with Interpreter in Zoom for Healthcare](#)

## How and from where do I get the script and procedures (when?, how often?, who?) for obtaining consent to conduct a virtual visit?

All C&W programs/ clinic areas have worked on developing scripts, workflows, and procedures to support you in discussing virtual health with patients.

There will also be a virtual health webpage for patients on the BC Children's and Women's websites.

## Can I obtain verbal consent rather than written consent?

Yes - during the COVID 19 Public Health Emergency we are able to obtain verbal consent from the family/patient. It is however important to document that consent in the health record. Contact your program manager or administrative manager for more information.

## Should I use Skype for Business or Zoom?

You can use what you are comfortable with; they are both platforms for virtual visits with similar functionality. Office of Virtual Health, in their user testing found that Zoom had a better patient/user experience. It is the clinician's choice of whichever solution they feel comfortable with. Patient comfortability with virtual health solutions should also be considered.

## Which platform do we use for team meetings or interdisciplinary rounds in which patients are being discussed?

In the April 15, 2020 All Staff Critical COVID 19 News, PHSA has recommended that Skype for Business be used for team meetings.

### Skype for Business: Preferred option for corporate video conferencing

- In [yesterday's bulletin](#), we shared information about Zoom for Healthcare, which is a licensed tool for virtual health visits.
- For **team meetings** and **corporate** use, Skype for Business is our preferred video conferencing service licenced and supported through IMITS.

Please follow up with your operational leader to learn more about the plan for your team.

## **Can I initiate Skype for Business from home when hosting the meeting? Or should I plan to be on site for patient visits?**

You can download and log into SfB from your home computer using your health authority account to login.

PHSA PC or Laptop: you already have skype for business software loaded on your computer. Sign in and click on the meetings icon. See SfB provider Quick Tips document.

iOs Mobile device – download on iPhone, iPad or MacBook the Skype for Business app. Sign in using your Health Authority Credentials. See SfB Provider Mobile Device Quick Tips.

Android mobile device – download the skype for Business app on your android smartphone or tablet. Sign in using your Health Authority Credentials. See SfB Provider Mobile Device Quick Tips.

## **What should I do if I'm having trouble logging into SfB from home?**

Contact IMITS 604-675-4299. As a work around in the meantime, if your meeting is booked centrally, you can log on as a guest after clicking on the “Join Skype Meeting” from the invite. The person who booked the meeting can then sign in and make you a presenter.

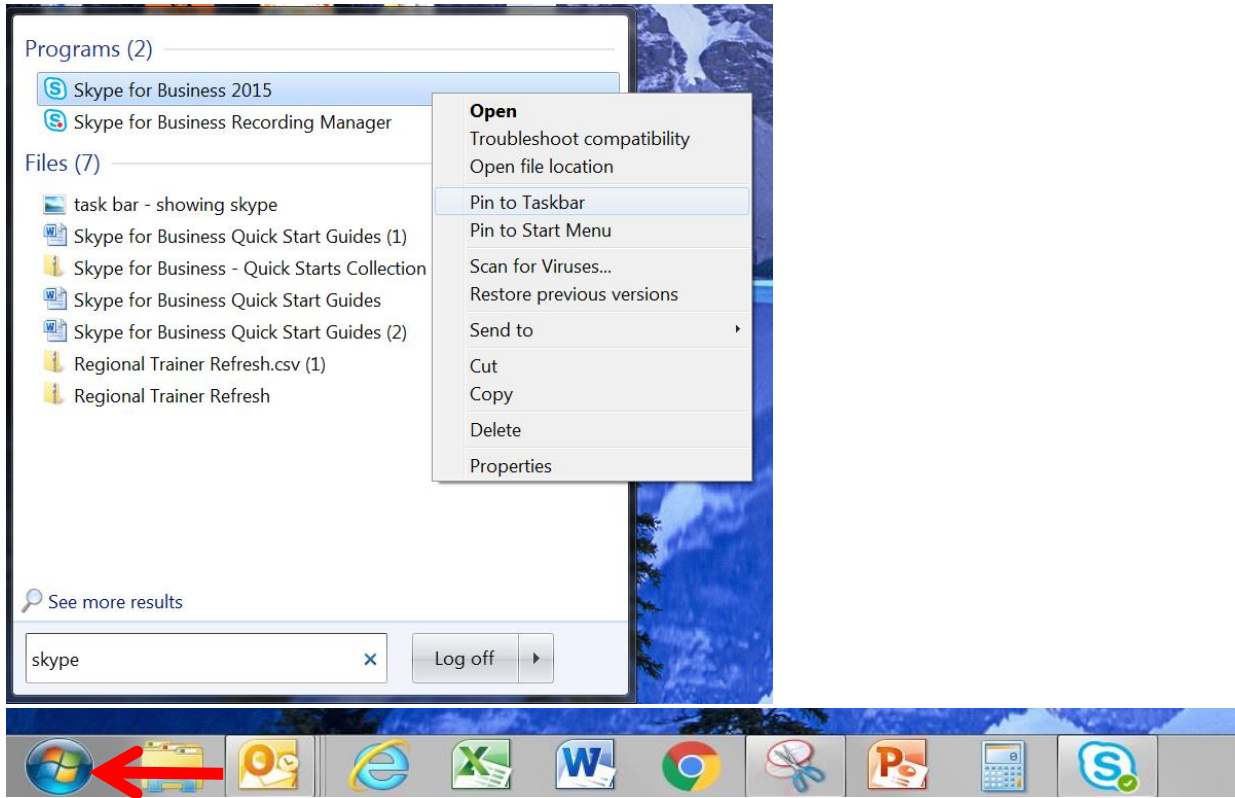
## **Can I sign in as “guest” when conducting a SFB session or do I use the PHSA login?**

Clinicians should be logged into skype for business when conducting a virtual health event. Clinicians (with CW/PHSA email addresses) are required to be present to begin the skype for business event. CHBC has created many documents to support this step. If you are unable to log in to your account, you can join as a guest. There must be someone with a C&W/PHSA email account to begin the event. Be sure to introduce yourself to the patient and other clinicians. Immediately after, follow up on this issue by contacting IMITS 604-675-4299.

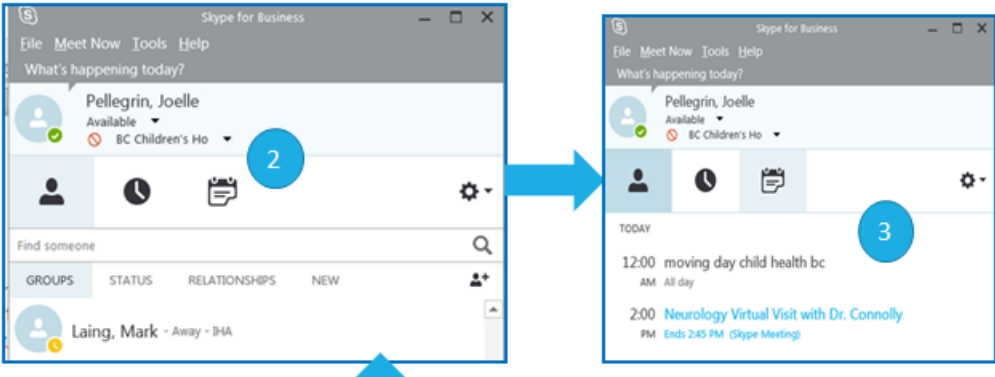
## **Why do I have “guest” beside my name yet I'm accessing this from my work computer?**

If you have never used skype before, it may not recognize you on that computer. Click on the microsoft windows icon at the bottom right corner of the screen. Type SKYPE into the search bar. Find Skype for Business > right click on it and pin it to the taskbar:





When you then click on Skype from the toolbar for the first time, you will be asked to enter your PHSA credentials. Enter your credentials and this should identify you as a CWBC attendee in future sessions. Also, join the skype for business meeting through the “meetings icon” on the SfB main page:



**How do I manage patient’s personal information on my personal computer/mobile device?  
Ex. Lab results or need to issues requisitions in the middle of the call to send to the patient during the visit. Can I create the item and then ensure that I delete it after?**

If you are sharing information, you should access the patient information using Citrix VPN. This ensures the information stays within a secure environment. Personal patient information is NOT permitted on any personal



devices. For requisitions, contact your clinical operations group - some clinical areas already have shared drives set up to resolve this issue.

### **Is there a function to send/receive photos or videos?**

Contact your clinical operations leads to make these clinical needs known. Currently, sharing photos and videos from patients is not permitted.

### **In Skype for Business how do I view multiple cameras at the same time (i.e. the group view)?**

Skype for Business permits up to 5 people on the screen at a time. If there are more than 5 people, their video will be turned off if they are not talking. There is a Gallery View in Skype for Business, it should activate automatically when you have more than 2 people on the virtual health visit (2 people would use the Speaker View).

### **Can I access Skype for Business using remote desktop/Citrix? I don't have Skype for Business on my home computer.**

Skype for Business has the ability to be used through the mobile app on various personal devices. Please see the CHBC Quicktip guide (SfB provider on mobile device) on the [CHBC Website](#). Do not access Skype for Business using Citrix.

### **Do our patients need to download Skype for Business and/or zoom when we have a visit with them?**

When your patients click on the visit link / Join Skype Visit with their smartphone or tablet (android and iOS), they will be prompted to download the free Skype for Business app or Zoom app.

If patients are on their computers, they can follow the prompts to open the visit in their web browser (download a plug-in) without downloading the program on their computer.

### **Can you Instant message/chat with an individual during a SfB meeting or does it go to all participants?**

When you IM chat in a SfB virtual health event, the IM is shared with the entire group. There is no functionality that permits you to select to whom you want the message to be visible. If you wanted to have a message sent to only one particular person, you could open up a separate SfB IM event (not connected to the current SfB event) with that individual.

### **Can the chat be viewed after the Skype for Business session is over?**

The provider is able to view the chat history in Skype for Business. The Clock icon (chronology of Skype activity) can be accessed and then the chat summary is available.

The patient/family does not have this capability, since they are not able to sign in to Skype for Business after the event is over. The patient/family could screenshot the chat as the call is in progress.

### **What support will be available for families?**

Child Health BC is has a Skype for Business Patient/Parent Quick tips document. This is available on the Child Health BC website on the [virtual health page](#). BC Children's and Women's websites are constructing a Virtual Health Patient Webpage.

## **For some families access to 'good wifi' can be an issue. Does Zoom work better than SfB when there is a concern re bandwidth?**

The Office Of Virtual health has indicated the the consumption of data with zoom would be approximately 1 GB per hr. We currently do not have a comparison consumption with Skype for Business.

## **Is there a way to connect with someone who is listed as an anonymous user or just telephone number prior to admitting them?**

If there is no name associated with the participant, you will need to admit them and determine whether they should be in the call. You can remove them from the call by right clicking their name and using the drop down function of 'remove' from meeting.

## **Will our personal data plans be reimbursed if PHSA is asking us to use this as a first line option to preserve bandwidth?**

Since the beginning of COVID -19, IMITS has ensured many improvements to the PHSA bandwidth. Using Skype for Business on our PHSA desktop has always been covered by the PHSA bandwidth.

If clinicians were using their SfB apps on their mobile devices on the PHSA Wifi for virtual health visits, there could have been challenges to the PHSA Wifi network. This is not the suggested method of conducting virtual health visits with Skype for Business.

At the beginning of the launch of the Zoom solution, when Zoom was not available on the PHSA desktop, clinicians were encouraged to use their own personal Wifi as to not cause undue stress of the PHSA Wifi. Since the Zoom Desktop App has been downloaded to all computers, clinicians are requested to use this method to host their Zoom meetings, not their personal devices.

## **Who should I contact if I need further support to conduct a virtual visit?**

Please refer to the Child Health BC website for additional quick tips documents <https://www.childhealthbc.ca/initiatives/childrens-virtual-health> or the [Office of Virtual Health](#) (for Zoom resources). Ask a superuser in your clinic or program. You can call IMITS for skype for business technical support at 604-675-4299.