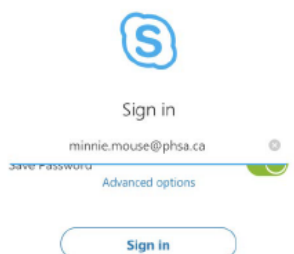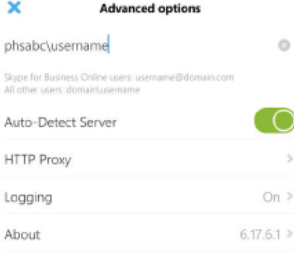## How do I download the Skype for Business app on my smartphone?

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

Sign-in with your Health Authority account

1. Launch the **Skype for Business app**

2. Input your Health Authority **email address** (such as, firstname.lastname@phsa.ca)

3. Tap **Show Advanced Options**

   Sign in
   minnie.mouse@phsa.ca
   Save Password
   Advanced options
   Sign in

4. Input your **domain and Health Authority username** in the form of: phsabc\username

5. Tap ✖ to return to the Sign in screen

   ✖   **Advanced options**
   phsabc\username
   Skype for Business Online users: username@idomain.com
   All other users: domain\username
   Auto-Detect Server
   HTTP Proxy   >
   Logging   On >
   About   6.17.6.1 >

6. Tap the ➔ icon

7. Input your **password**

8. Tap **Sign in** to proceed

   Sign in
   minnie.mouse@phsa.ca
   Enter your password
   Save Password
   Advanced options
   Sign in

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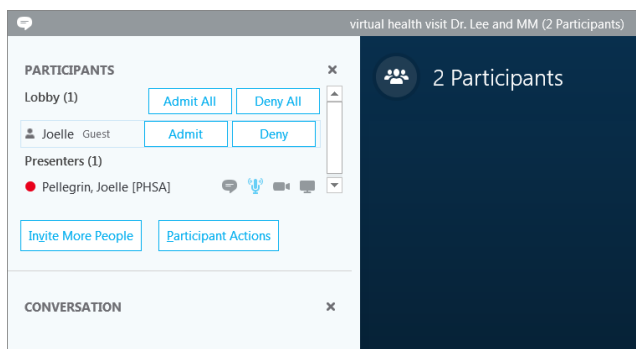
To access the participant list, click on the participant icon.

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.
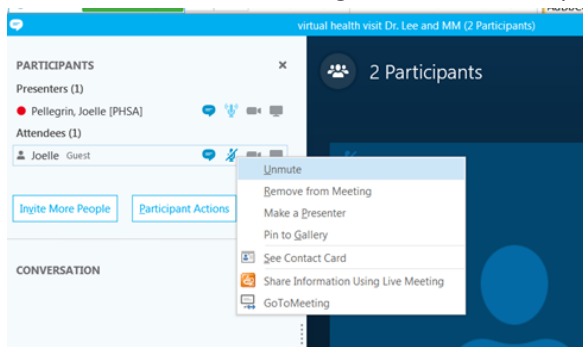
Video can only be initiated by the patient/family on their own device.
If all else fails, suggest they re-start - exit the meeting and then re-enter by clicking on the meeting link again.

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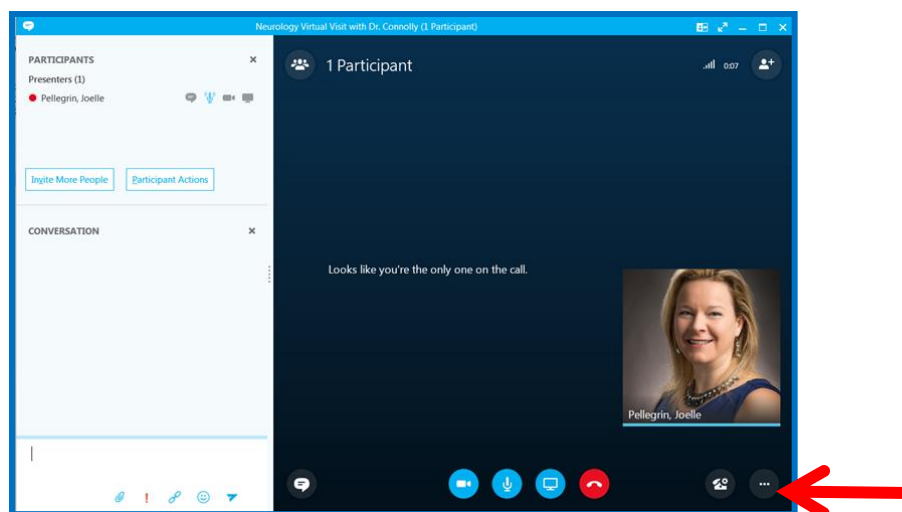
What should I do if I unplugged my headset, and now my audio is not working?

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.)

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 . 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

How and from where do I get the script for obtaining consent to conduct a virtual visit?

Your programs should be working on developing scripts to support you. Office of Virtual health does have a standardized script that your programs could follow and/or customize.

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. Currently if you use Zoom, you will need to use it on your mobile device, where SfB can be used on your PHSA laptop or PC, however this will change soon as IMITS pushes Zoom out to PHSA users.

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.

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.

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 vitual health page.

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 www.childhealthbc.ca 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.