

## TELUS VIRTUAL VISITS – CONDUCTING A VIRTUAL VISIT

When you are ready to start your virtual visit, from the patient's appointment, open the virtual visit link and join the video call. The link is valid for one week following the appointment.

### Steps


1. Open the virtual visit link

#### Directly from PSS appointment Screen:

In PS Suite EMR, **right-click {Ctrl+click}** the appointment in the schedule and choose **Start virtual visit**.

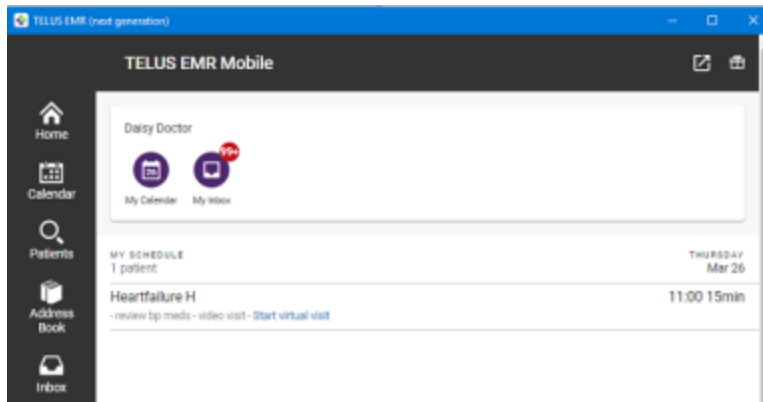
You can also double-click the appointment to open it, and click the **Start virtual visit** button.

1:00PM	LUNCH ? +Father Pss - Virtual Visit - Received
1:15	
1:30	
1:45	

The menu option to **Start virtual visit** is not visible until a URL has been generated for the appointment, this will take a few minutes. If a link was created you will see the  link icon.

#### From the PSS Mobile App

From TELUS EMR Mobile or TELUS EMR (next generation), click the link to **Start virtual visit**. If you are viewing the **Calendar**, you may have to zoom in to see the link that you must click to start the visit.

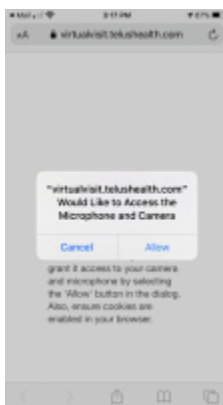


The virtual visit opens.

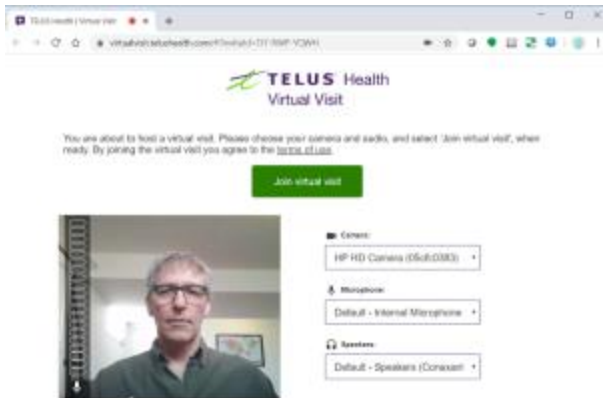
**Tip:** Others in your office can use this same link to also participate in the visit. For example, a staff member could start the visit before the provider arrives, or several providers could be involved in the visit.

If this is your first time conducting a virtual visit using this computer or mobile device, you may be prompted to grant access to your camera and microphone.

2. Click **Allow**.



3. Ensure your camera and microphone are working - you should see yourself on the screen, and when you speak you should see solid bars appear in the audio panel along the left side. Change the selected camera and microphone, if necessary.



4. Click **Join virtual visit** to start the visit.

**Note:** The video will not appear if the patient has not yet joined the visit.



**Waiting for the patient to join the virtual visit.**

The patient can join the virtual visit by opening the following link in their browser  
<https://virtualvisit.telushealth.com/#?inviteId=XWJ-WUS-RKHT>.

[Copy link](#)

**Tip:** If the patient contacts the office to indicate they cannot find the link to join the visit, click **Copy link** and email the link to the patient.

Once the patient joins, they will appear onscreen and you can begin your visit. You can message the patient using the **Chat** option. This is useful if, for example, you can see the patient but cannot hear them. Click **Chat** and type your message.



**Note:** The audio and video quality depends on the internet speed of all the participants involved.

6. Record your visit notes as you normally do in your EMR.

To end the visit, click the hang up icon at the bottom of the window. You are prompted to confirm you'd like to end the visit. Click **Yes, end the visit**. If you

7. accidentally clicked the button to hang up, click **Continue the virtual visit**.

### End the virtual visit?

Ending the virtual visit will end the virtual call for all participants. Do you really wish to end the virtual visit?

[Continue the virtual visit](#)

[Yes, end the visit](#)