

Introduction

With the current visitor restrictions in place, Lakeridge Health is making every effort to keep you and your loved one connected in innovative ways. A new, user friendly program called Virtual Connections is now available.

Lakeridge Health uses **Microsoft Teams**, a free and secure service, to create virtual visits between you and the patient.

How does Virtual Connections work?

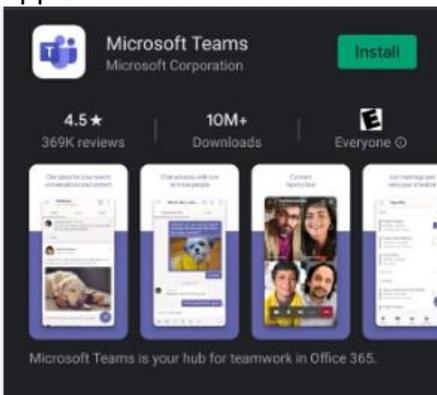
- 1) By calling Virtual Connections you will speak with an operator to request a visit with your loved one.
- 2) You will be required to listen to a privacy disclaimer and agree to proceed with the call.
- 3) The operator will help you get set up for the Virtual Connection.
- 4) The operator will collect key information and then place you hold.
- 5) The operator will call the patients unit to notify them of your request.

How to prepare for your Virtual Connection in 4 Easy Steps!

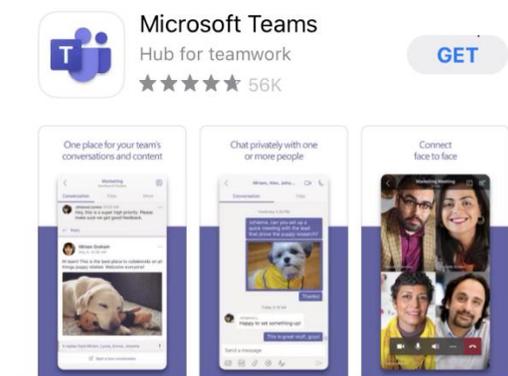
Step 1. Use this checklist to prepare for your Virtual Connection before you call our phone line.

<p>Checklist</p>	<ul style="list-style-type: none"> • You will require one of the following devices: <ul style="list-style-type: none"> <input type="checkbox"/> Desktop or laptop computer with webcam and microphone and speaker OR <input type="checkbox"/> Android Tablet or Apple iPad OR <input type="checkbox"/> Smartphone (Android or Apple) with camera • If using a smartphone or tablet, download Microsoft Teams app by visiting your apps store and searching for Microsoft Teams (see image below) • If using a desktop or laptop computer, ensure your personal email account (Rogers, Outlook, Gmail etc.) is open to accept the Virtual Connections request.
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App Download on Android:



App Download on Apple:



Step 2. Request a Virtual Connection

A guide to getting started

Please call **905 433 4429**.

Your call will be answered by a Virtual Connection operator who will ask you for the following information. Please have this ready to share.

- **Your email address** (this is required so we can send you an invite to join the Virtual Connection)
- **Your phone number** (in case the call gets disconnected and we are able to call you back)
- **Your first and last name** (to be provided to the unit to help connect you with your loved one)
- **Patient's first and last name** (so we know who you want to be connected to)
- **Unit where the patient is staying** (the operator will call the unit)
- **Your relationship to the patient** (your loved one is required to consent to the visit)

Step 3. Joining the Virtual Connection call.

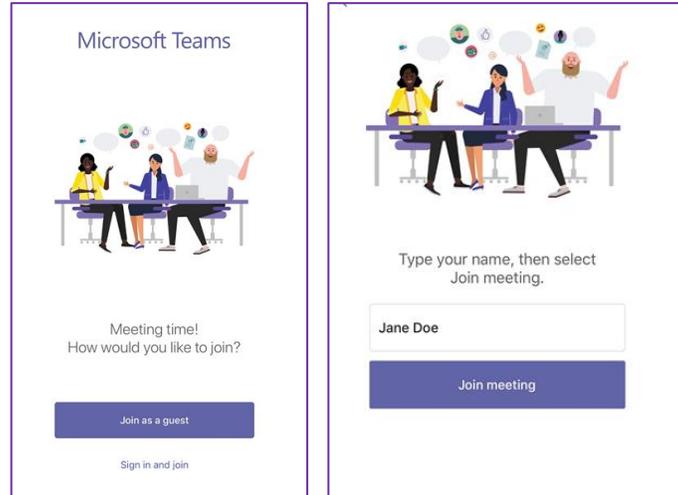
You will receive an email, from **Patient-Family Visits**, inviting you to join as seen below. Click the link to join.

Note: Check your Junk Mail if you do not see the email in your Inbox.

[Join Microsoft Teams Meeting](#)

[Learn more about Teams | Meeting options](#)

Click Join as a guest. Type your name. Click Join Meeting



Microsoft Teams

Meeting time!
How would you like to join?

Join as a guest

Sign in and join

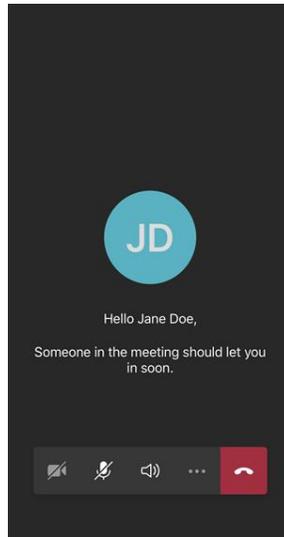
Type your name, then select
Join meeting.

Jane Doe

Join meeting

Step 4. You have joined the call, enjoy your Connection!

A guide to getting started



Click on the camera and microphone icon to turn on camera and sound.

