

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 user-friendly program called Virtual Connections is 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? It's as easy as 1, 2, 3!

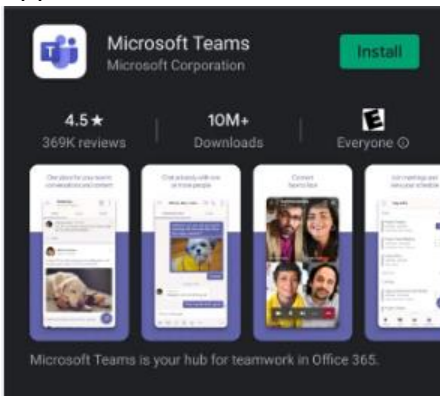
1. Follow the instructions below to prepare for the call
2. Contact your patient's healthcare team and let them know you would like a virtual connection
3. A healthcare team member will send you an invitation. Click Join Meeting Now and enjoy the call!

How do I prepare for a Virtual Connection?

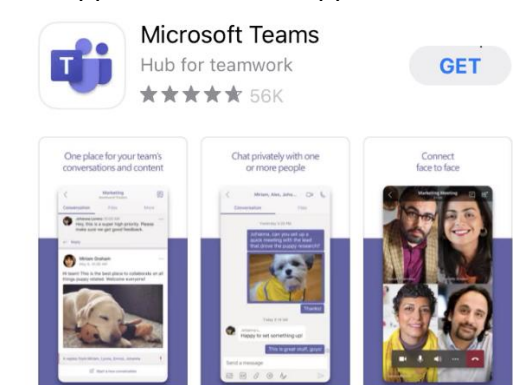
Use this checklist to prepare for your Virtual Connection before you call us.

<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:



A guide to getting started

What information do I need to have ready when I call the unit?

- **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)
- **Your relationship to the patient** (your loved one is required to consent to the visit)

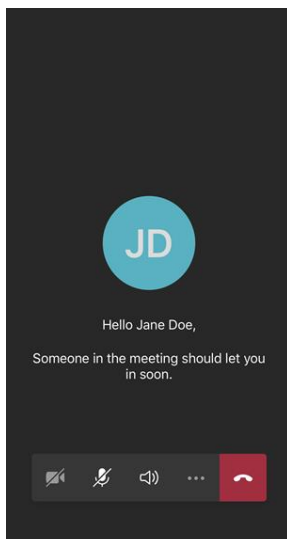
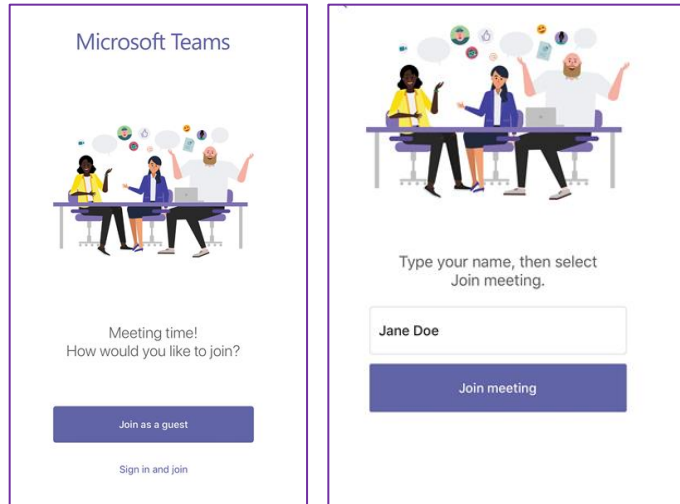
How do I join the Virtual Connection call?

You will receive an email, 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



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

