NIH Clinical Center
America's Research Hospital

Patient Guide:
Using Microsoft Teams for Virtual Visits

About Microsoft Teams
- ✓ Audio & Video capable
- ✓ No account needed
- ✓ Meets NIH privacy requirements

You Need
- ☐ MS Teams App (available for iOS or Android)
- ☐ *or* a computer with audio/video ability
- ☐ Appointment time scheduled through the Telehealth Concierge Service (TCS)

Telehealth Concierge Service
- ✓ NIH service to make the virtual visit go smoothly
- ✓ TCS will help you test your connection before your visit and provide technical assistance if needed

Visit Process

1. **Schedule**: You will be contacted by a member of your care team to schedule your virtual visit

2. **Email Confirmation:** After scheduling, you will receive an email with the virtual visit information

3. **Tech Check:** In the days leading up to your visit, a member of TCS will contact you to check your connection and answer any questions

4. **Visit Time:** At your visit time, click or tap the link in your email to join the meeting with your provider

> Join Microsoft Teams Meeting
> Learn more about Teams | Meeting options

5. **Laptop/Desktop:** If you are on your laptop or desktop, you will be prompted to join the meeting via web browser
   (you must use Chrome)
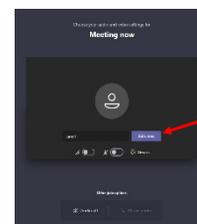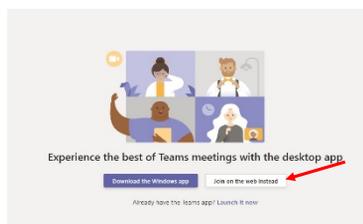
6. **Mobile Device:** If you are on your mobile device, you will be prompted to open the Microsoft Teams App that you previously installed on your device

7. **Lobby:** You will be put into a lobby until the provider is ready to admit you to the virtual visit

NIH Telehealth Concierge Service: 855-644-6445
Website: