

HealthyNS Virtual Appointments: A Guide for Program Participants



How to prepare for your appointment

- Review the appointment invitation to confirm the appointment's date/time and any special instructions.
- Choose a well-lit, quiet, private and comfortable location to set up your device.
- For all HealthyNS programs/appointments, video is highly encouraged. Please be advised that if you choose to turn on your camera, you will be seen by other participants in the group.
- Test your technology (device, internet connection, camera, microphone, speakers/headset).

Privacy and Confidentiality

- All efforts are made to ensure that video/audio technology used by Nova Scotia Health and IWK Health is private and secure.
- The video/audio technology has a chat feature which may be enabled during the appointment. It is important that you **do not type personal health information in the Chat**.
- The appointment will not be recorded.
- Employees and physicians take all reasonable steps to protect privacy and confidentiality.
- Personal health information is governed under the [Personal Health Information Act](#) and will be handled in accordance with [Nova Scotia Health Privacy Statement](#) or [IWK Health Privacy, Confidentiality, and Access to Information](#).

Risks of using video/audio technology

- Equipment, software or internet could fail.
- Participants could incur data charges if device is connected to cellular instead of a secure Wi-Fi network.
- Confidential conversations could be overheard if the participant is not in a private location.
- Unauthorized access could occur if the participant's device does not have anti-virus software installed.

How you can reduce risks

- Test equipment, internet connection, update software regularly (e.g., internet browser).
- Use a secure Wi-Fi network; public Wi-Fi is not secure.
- Charge your device fully.
- Don't share appointment details with others.
- Maintain a private space to attend your appointment.

! IMPORTANT

Make sure you are **NOT SIGNED IN** to any Teams account (Outlook.com, work or school) before joining the program. If you are, you **will not** be able to join. To sign out, click your profile picture (top right of Teams app) and select '**Sign out**' from the drop-down menu.

How to join a virtual appointment using different devices

BEFORE YOUR APPOINTMENT

If you choose to participate using a **Smartphone or Tablet**, follow these instructions to download the Teams app:

1. Open the App Store (iPhone/iPad) or Google Play Store (Android)
2. Type Microsoft Teams into the search bar
3. Tap Download/Install and wait for the app to install.
4. **DO NOT** create a Teams account.

When it's time to join your HealthyNS program



Join from the App using an Android or Apple Smartphone or Tablet

Open the email invitation that you received from HealthyNS and follow instructions below:

1. Tap the **Meeting Link**.
2. If you have an account please select the option '**Join without signing in**'. If you don't have an account, go to step 3.
3. The Name field will appear. Type your name as you would like it to be seen by facilitators. Tap '**Join now**'. The following message will appear: **Someone in the meeting should let you in soon.**
4. Tap Leave or  when the appointment has ended.



Join from a web browser using a computer

Open the email invitation that you received from HealthyNS and follow instructions below:

1. Tap the **Meeting Link**.
2. Choose the option to '**Continue on this browser**' or '**Join on the web**' rather than downloading the app.
3. Allow microphone and camera permissions.
4. The Name field will appear. Type your name as you would like it to be seen by facilitators. Tap '**Join now**'. The following message will appear: **Someone in the meeting should let you in soon.**
5. Tap Leave or  when the appointment has ended.



If your video isn't working during your appointment, there is a phone dial-in option on your appointment invitation that can be used with a landline or cell phone.