

Saskatchewan Virtual Visit Clinic User Guide



Canada

Saskatchewan

Saskatchewan
Health Authority

eHealth
Saskatchewan

Sask
cancer
AGENCY

SMA | SASKATCHEWAN
MEDICAL ASSOCIATION



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1. SK Virtual Visit Application Overview

- ❑ A virtual visit system that allows scheduling of video and audio sessions between healthcare providers and their patients/colleagues:
 - 'Video Meetings' - (scheduled or on-demand) invited patients/participants do not require a SK Virtual Visit account but join a meeting via a unique quick link
 - 'Phone Meetings' - (on-demand) between two participants
 - 'Consultations' - (scheduled) patients must be invited to join the provider's virtual clinic and create a SK Virtual Visit account
- ❑ Role-based permissions allow the clinic care team to see and/or control as much of the workflow as needed.
- ❑ Patients are seen in a private virtual exam room where they can be viewed and communicated with via video, chat and/or phone
- ❑ Others (family members, caregivers or other healthcare providers) can be invited to join in (with permission), and all can come and go as needed



2. Access 'SK Virtual Visit' as a Clinic Care Team Member



Request a SK Virtual Visit Account

Note: Clinic user accounts with 18 months of inactivity will be deactivated

- Complete the applicable online Account Request Form - You will need to identify your virtual clinic(s).

A **virtual clinic** is a set group of individual user accounts with a common patient set and specialty. Virtual clinics are identified using existing clinic, department, or program structures.

SHA Users:

[SHA SK Virtual Visit Account Request Form](#)

SCA, SMA, ISC/FN or Other Users:

[SCA, SMA, ISC/FN or Other SK Virtual Visit Account Request Form](#)

Create Your Account and Become Part of a Virtual Clinic

Once access has been approved and granted, you will receive an email invitation to create your **SK Virtual Visit** account.

If you have not received the email, please contact your HSP Lead.

- ❑ Review your email, paying special attention to the **Note**, then tap on [click this link](#) under **Get Started**.



The screenshot shows an email invitation from Saskatchewan. At the top is the Saskatchewan logo. Below it, the text reads: "You have been invited to join [redacted] via the SK Virtual Visit App." The "Get Started" section contains a red arrow pointing to a red-bordered button labeled "click this link" next to a "join [redacted]" field. Below this, it says "After you accept your invite, you will be able to provide services in SK Virtual Visit for [redacted]:". A bulleted list follows: "Scheduling" (care provider schedules), "Patients" (invite patients via link or code), and "Connect" (chat with patients). A "Note" section states the link is one-time and directs users to the login page. A "Need Assistance?" section provides contact information for support.

Saskatchewan

You have been invited to join [redacted] via the SK Virtual Visit App.

Get Started

Please [click this link](#) to join [redacted].

After you accept your invite, you will be able to provide services in SK Virtual Visit for [redacted]:

- **Scheduling:** Care provider schedules are set when they are accepting consultations virtually, physically, or both, as well as the time interval in which they wish to allocate for each patient. Patients can then book appointments on-line with a care provider's schedule. Note: this is configurable for each clinic and is set to "off" by default. Contact your SK Virtual Visit representative if you wish to turn this on.
- **Patients:** Invite patients by sending them a link through email and/or text message. If you don't have this information, you can give them a unique code. Patients use this link or code to be added to your clinic.
- **Connect:** Chat with your patients via chat, audio, or video!

Note

The link above is a one time registration link and will not work after you complete registration. If you'd like to get back to the website, go to [the login page](#). We recommend bookmarking this page for future reference.

Need Assistance?

If you have any questions or concerns, feel free to contact your SK Virtual Visit representative or email virtualvisit@ehealthsask.ca for support.

Create Your Account

You should navigate to the **SK Virtual Visit** Portal Welcome Page

- ❑ Click **I Don't Have an Account**

Note

Use one account and join multiple clinics, if needed.

You must request to be invited to all clinics you work with.

You will receive a separate invitation email for each clinic you need to join and must follow the steps below for each.

- ❑ Create your account from the link within the first invitation email.
- ❑ In each subsequent email, tap **click this link** (this link is the connection between your account and the clinic), then select **I Have an Account**.
- ❑ Log in with the username and password you used to create your account.
- ❑ You will then be joined with the additional clinic.

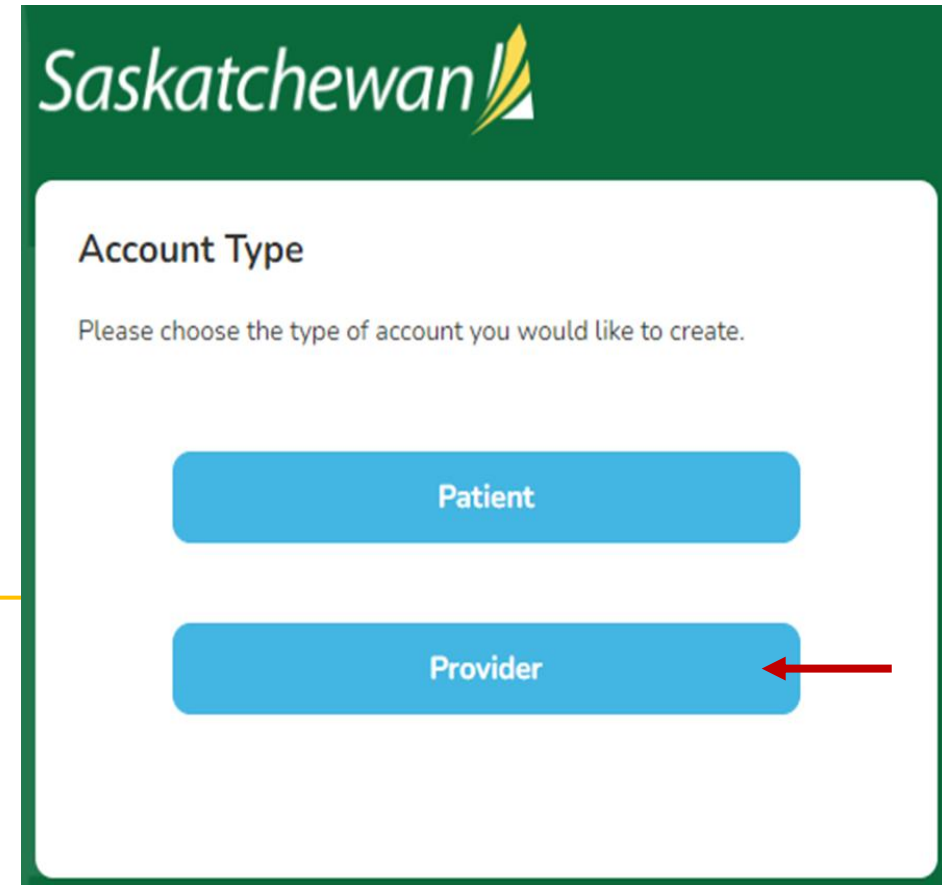


Create a Provider Account

In some rare instances you may be presented with a screen asking you what kind of account you want to create – Patient or Provider.

If you see this screen...

- Click **Provider** and you will be redirected.
(DO NOT click **Patient**)



Saskatchewan!

Account Type

Please choose the type of account you would like to create.

Patient

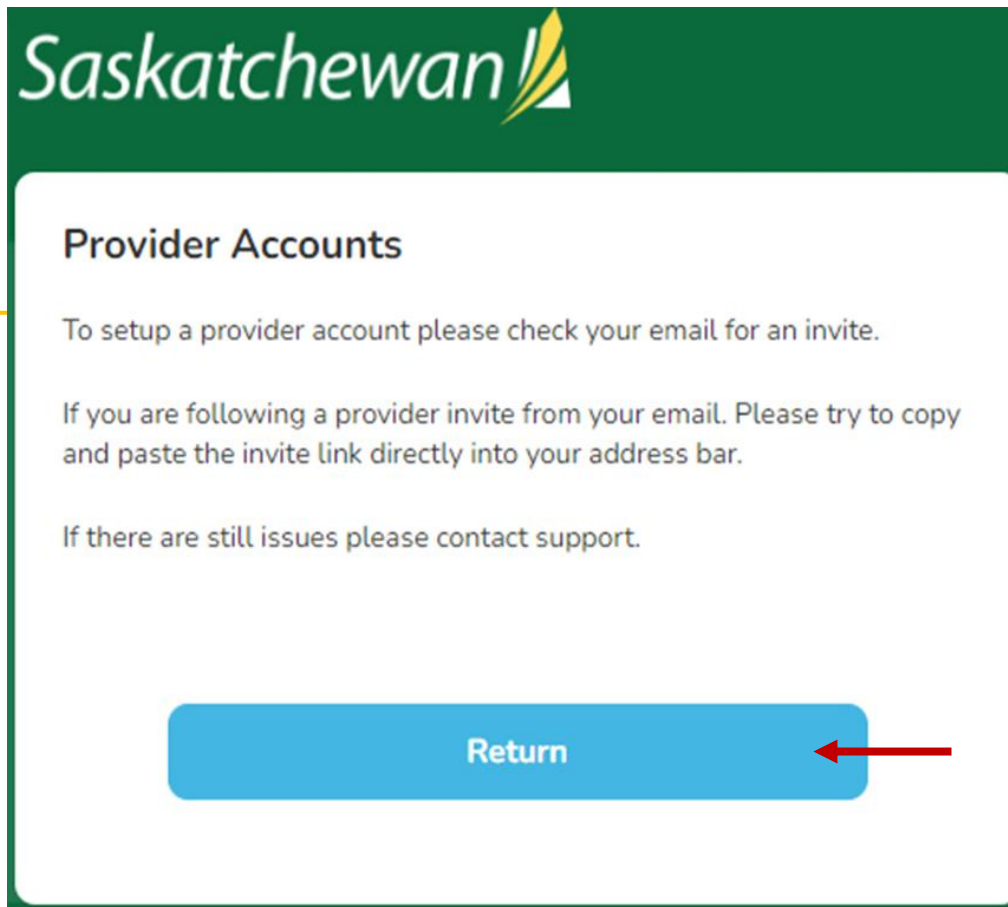
Provider

Create a Provider Account

- Read the directions, then click **Return**.
- As directed, navigate back to your Welcome email and try **click this link** under **Get Started** again.
- Click **I Don't Have an Account**

If that does not work...

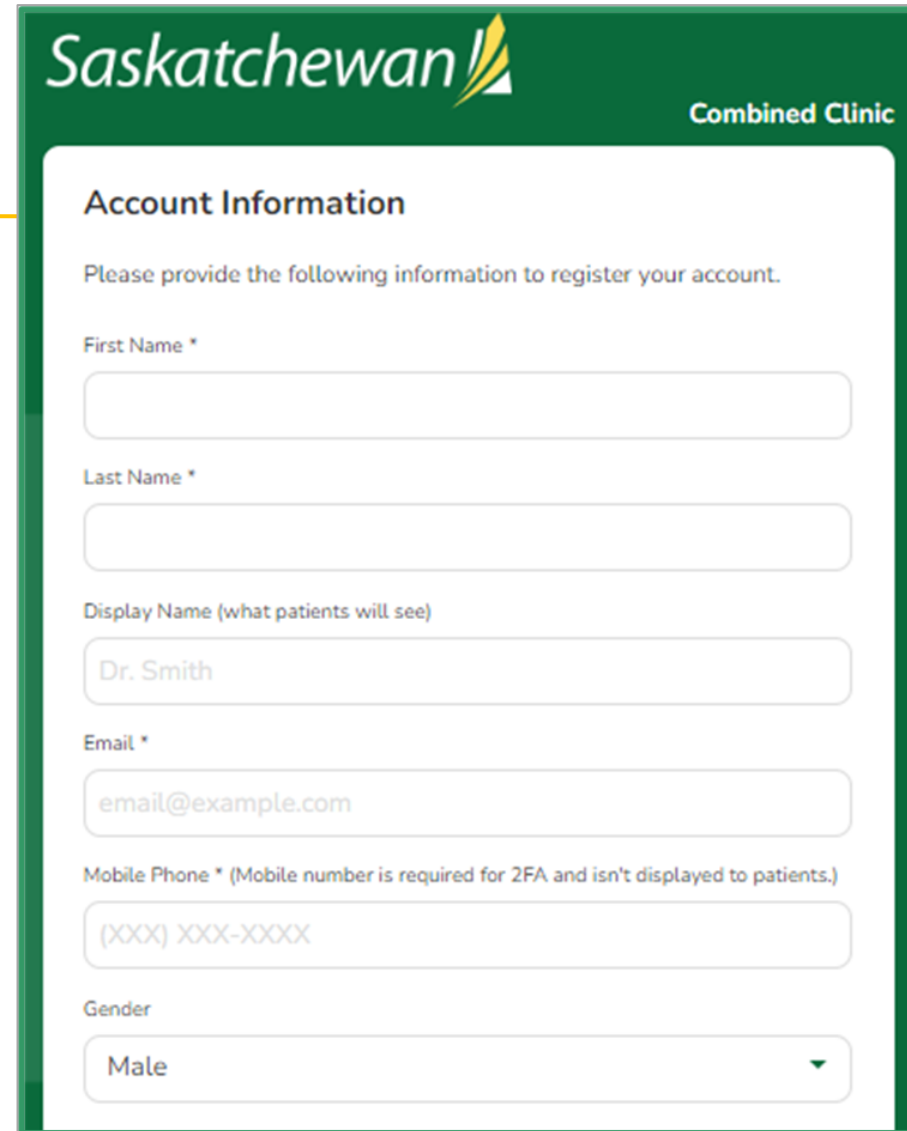
Copy (Ctrl+c) the **click this link** hyperlink from the email and paste (Ctrl+v) into your laptop/ computer browser's address bar. You should be directed to the proper screen.



Account Information

❑ Enter **your** account information

- **All fields are mandatory**
- **Display Name** is the name your clinic care team and patients on the platform
- Use your **work email**, as that is your approved email address. These must be unique as are used as account login identifiers. Do not use a personal email address.
- Your **mobile number** must be a unique (not shared) cell number, not a landline, as it is used for mandatory two-factor authentication which you will receive by text. Personal cell numbers are acceptable. *Your cell number is never shared with or visible to patients.*



The screenshot shows a registration form for the Saskatchewan Combined Clinic. The form is titled "Account Information" and includes the following fields:

- First Name ***: A text input field.
- Last Name ***: A text input field.
- Display Name (what patients will see)**: A text input field with the example text "Dr. Smith".
- Email ***: A text input field with the example text "email@example.com".
- Mobile Phone * (Mobile number is required for 2FA and isn't displayed to patients.)**: A text input field with the example text "(XXX) XXX-XXXX".
- Gender**: A dropdown menu with the selected option "Male".

Choose a Password

- Create a secure password. As the password requirements are met, checkmarks will automatically appear for each of them.



- Read and agree to the **Access and Use Policy** by adding a checkmark

- Click **Continue**

Choose a Password

Password

Confirm Password

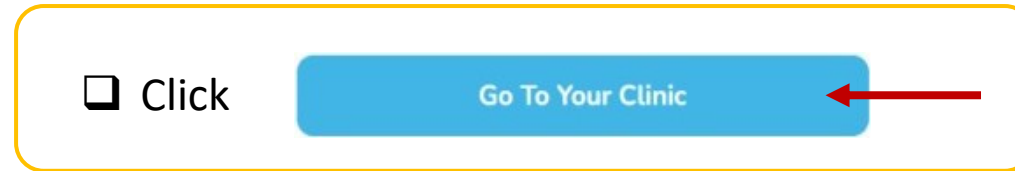
I have read and agree to the [Access and Use Policy](#)

Continue

Password Requirements

- At least 8 characters
- At least 1 capital letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 symbol (*, %, !, etc...)
- Confirmation password matches

YOU ARE NOW READY TO ACCESS YOUR CLINIC !



*Note: Once you create your **SK Virtual Visit** account,
the link in the invitation email will no longer work*

To access the Login screen, go to...

<https://virtualvisit.saskatchewan.ca/>

We also suggest you bookmark this Login screen for easy access to the platform.

3. Account Login & Logout



Log In

Email

Password

[Forgot Password?](#)

[Help](#)

Login

Need to register a new account?

Create Account

Have a meeting invite?

Join Meeting Now

Account Login

- Enter the email address and password you used to set up your **SK Virtual Visit** account
- Click **Login**

REMEMBER TO BOOKMARK
THIS LOGIN PAGE FOR EASY ACCESS

<https://virtualvisit.saskatchewan.ca/>

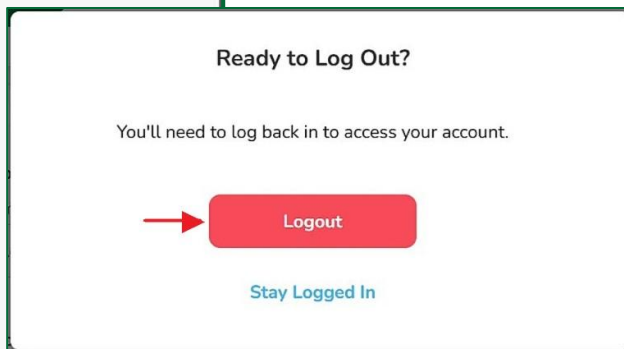
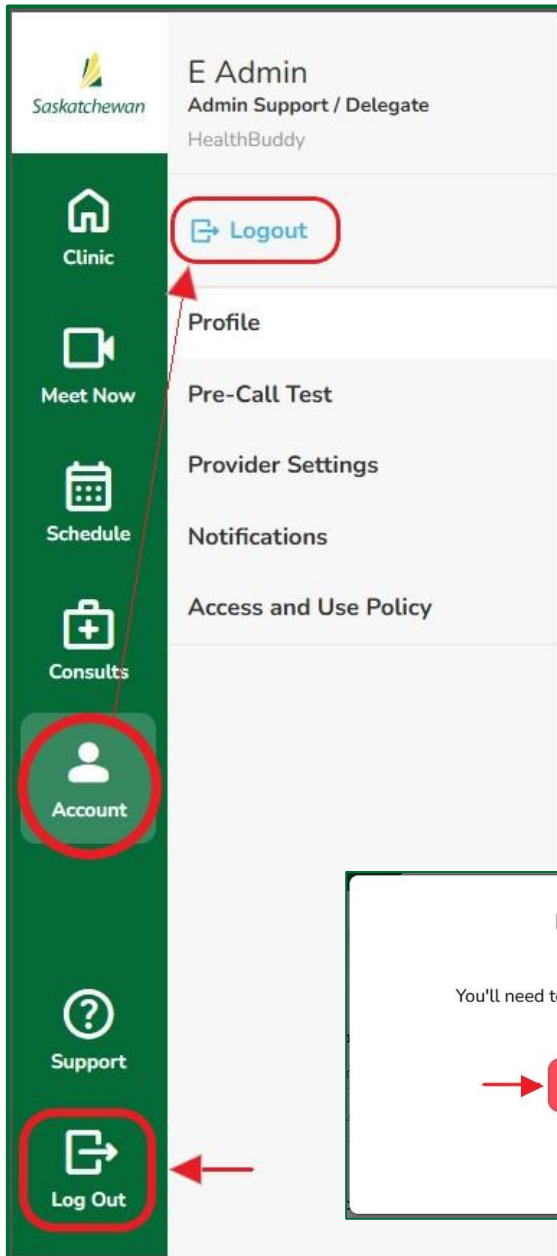
Account Logout

For security purposes, it is important to properly Logout, rather than simply closing your browser *.

It is also advisable to clear your history at the end of each shift.

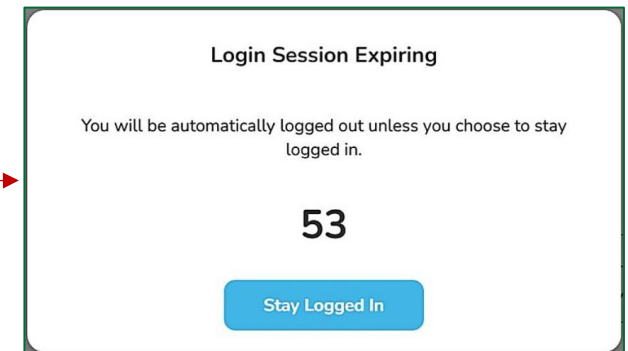
There are two areas you can Logout:

- Under **Account > Logout**
- At the bottom of the green dashboard, click **Logout**
- Click **Logout** to confirm.



* There is an automatic 1-hour timeout of your account when you close or exit the browser without logging out.

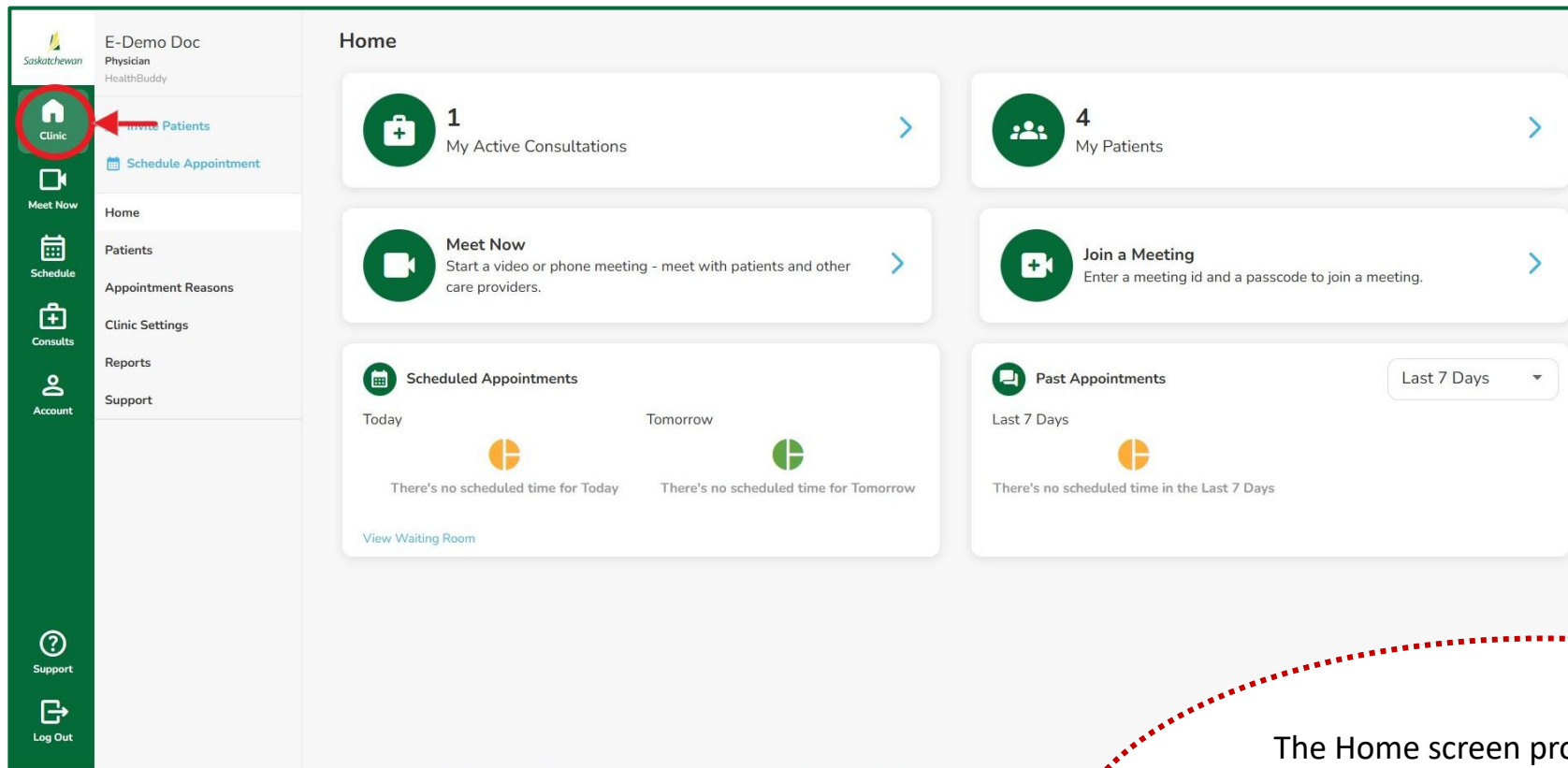
After an hour of inactivity, the system will prompt you to remain logged in or will log you out automatically.



4. The 'Home' Screen



Home Screen



🏠 To return to the **Home** screen at any time, select **Clinic** in the dashboard.

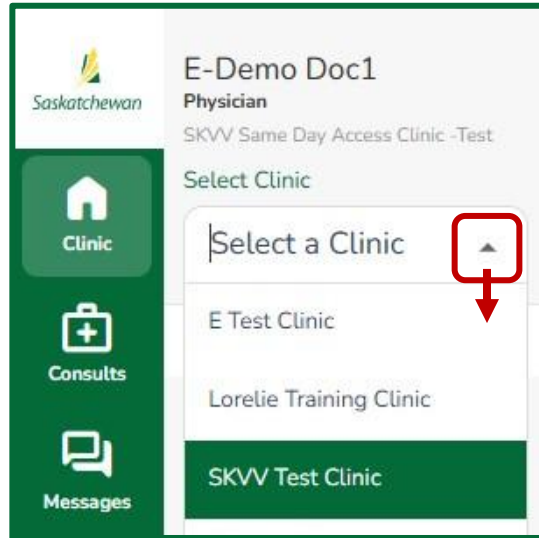
The Home screen provides condensed information about your clinic, which is populated from other areas in the platform. You cannot change info here. Click on any box that contains an arrow to be directed to the section.



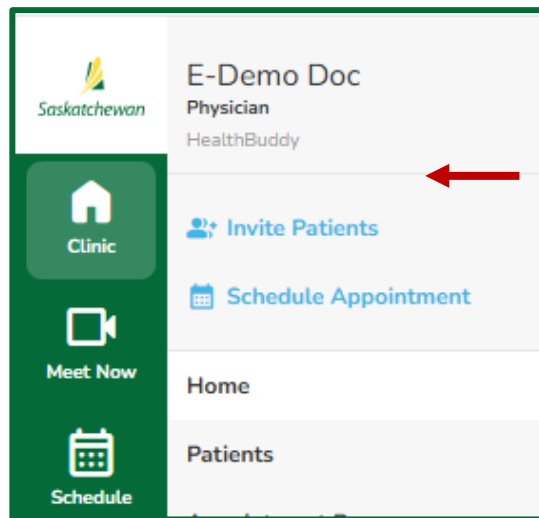
5. Select a Clinic



Select Your Clinic



- ❑ If you are part of more than one virtual clinic and have followed the instructions on page 7 of this guide, use the **Select Clinic** drop-down to choose the clinic you are currently working in.



- ❑ If you are associated with one clinic only, you will not see this feature or drop-down.

6. Your Profile Information



Your Profile Information

Saskatchewan
E Nurse
Nurse Practitioner
HealthBuddy

Logout

Profile

Pre-Call Test

Provider Settings

Notifications

Access and Use Policy

Account

EN E Nurse

Change Profile Picture

Change Password

Account Information

Display Information

Display Name (Displayed to patients)

E Nurse

Address

Province

Province

Age and Gender

Gender

Female

Contact Information

Email

First Name

E-Demo

Last Name

Nurse

Mobile Phone (Used for Two-Factor authentication.)

Save Changes

Discard Changes

- ❑ Click **Account** in the dashboard, then select **Profile**.
- ❑ If any information is changed or added, click **Save Changes**.

- You are able to:
- Change your Display Name
 - Add or change a profile picture (optional)
 - Change Password
- All other changes to your Account Information must be requested - please see next page.

Your Profile Information

To request changes to your information besides your display name, profile picture or password, complete the applicable online form...

❑ **SCA, SMA, ISC/FN or Other Users:**

[SCA, SMA, ISC/FN or Other 'SK Virtual Visit' Account Request Form](#)

❑ **SHA Users:**

[SHA 'SK Virtual Visit' Account Request Form](#)

If having difficulty accessing the form, email:

SHA: virtualcare@saskhealthauthority.ca

SCA: virtual.care@saskcancer.ca

SMA: emr@sma.sk.ca

ISC: ehealthisc@canada.ca

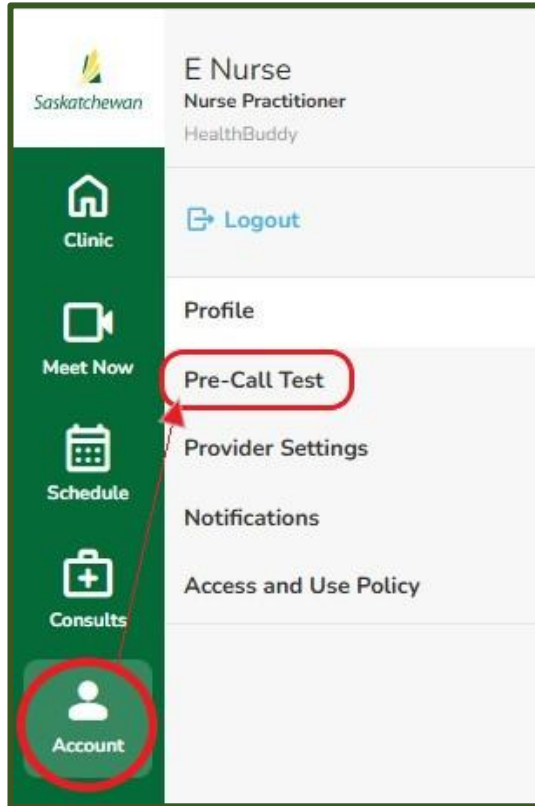
Others: servicedesk@ehealthsask.ca

7. The Pre-Call Test

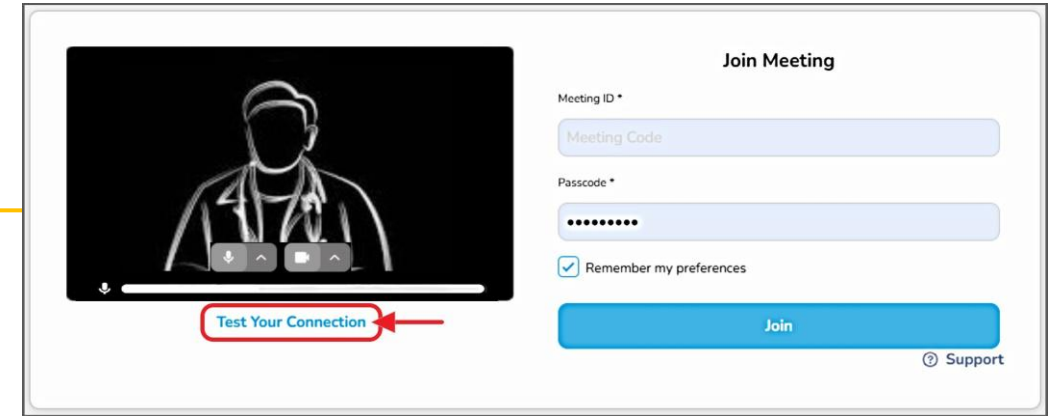


The Pre-Call Test

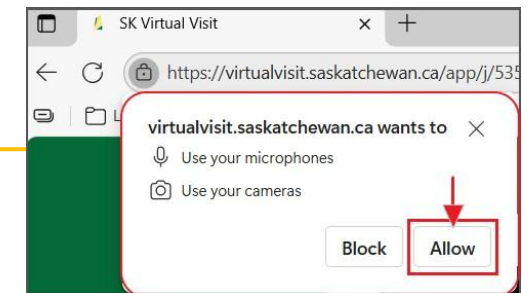
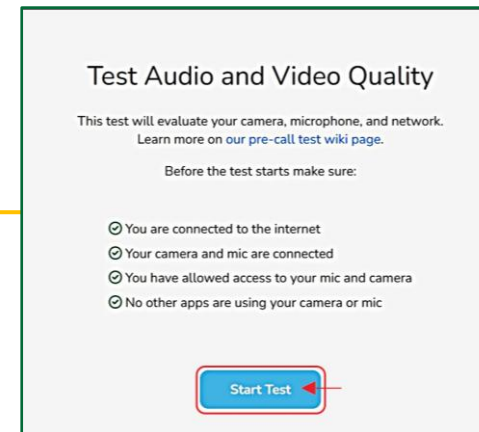
It is recommended that you run a **Pre-Call Test** each time you log into your account, to ensure that your device, camera, microphone and connections are working properly **before** beginning your virtual session(s).



- ❑ The **Pre-Call Test** is available from two places in the platform:
 1. Under **Account** in the dashboard, select **Pre-Call Test**.
 2. From the **Join a Meeting** screen (when joining a meeting you are invited to as a participant), select **Test Your Connection**.



- ❑ Review the screen, then click **Start Test**.
 - The system may prompt you for video and camera permission. If so, **Allow** both.
 - Set your device on a stable surface and speak during the test, to ensure proper camera and microphone testing.



Pre-Call Test Results

The test will take approximately one minute, then will time out automatically.

- ❑ **If the Pre-Call test results are good:**
 - Proceed to conducting virtual consultations or meetings.

- ❑ **If the Pre-Call test fails or the results are bad:**
 - Make sure other applications on your laptop/computer are not using your camera or microphone or are closed
 - Double-check your internet connection, as slow speeds can affect the quality of your video sessions
 - If possible, use an ethernet or wired connection instead of wireless
 - Make sure your microphone and camera are plugged in and set as a system default

The screenshot displays a 'Test Audio and Video Quality' interface. At the top, a green box contains the text 'Test completed with no issues detected.' and a link to 'Learn more on our pre-call test wiki page.' Below this, a red-bordered box titled 'Test Results' contains a list of checks, all marked with green checkmarks. The checks are: 'Test video room created', 'Camera detected', 'Microphone detected', 'Call Quality Result: Good', 'Video call web sockets', and 'App server web sockets'. To the right of these checks, performance metrics are listed: 'Outgoing bitrate: 3403 kbps', 'Average bitrate: 2071 kbps', 'Average round trip: 0.02 secs', 'Max round trip: 0.02 secs', and 'Average packet loss: 0.0%'.

Test Results	
✓ Test video room created	↑ Outgoing bitrate: 3403 kbps
✓ Camera detected	↑ Average bitrate: 2071 kbps
✓ Microphone detected	↔ Average round trip: 0.02 secs
✓ Call Quality Result: Good	↔ Max round trip: 0.02 secs
✓ Video call web sockets	🔗 Average packet loss: 0.0%
✓ App server web sockets	

Web Sockets - a way for computers to 'talk' with each other in real time. It allows two-way communication over one internet connection, so both sides can see, send, and receive information all at the same time.

Packet Loss – incomplete or delayed data transmission.

Bitrate - the amount of video data transmitted (a higher bitrate usually translates to better quality).

Round Trip Time – the time it takes for data packets to complete a round trip from source to destination and back (the efficiency & reliability of your network connection).

8. Update Settings & Notifications



Provider Settings

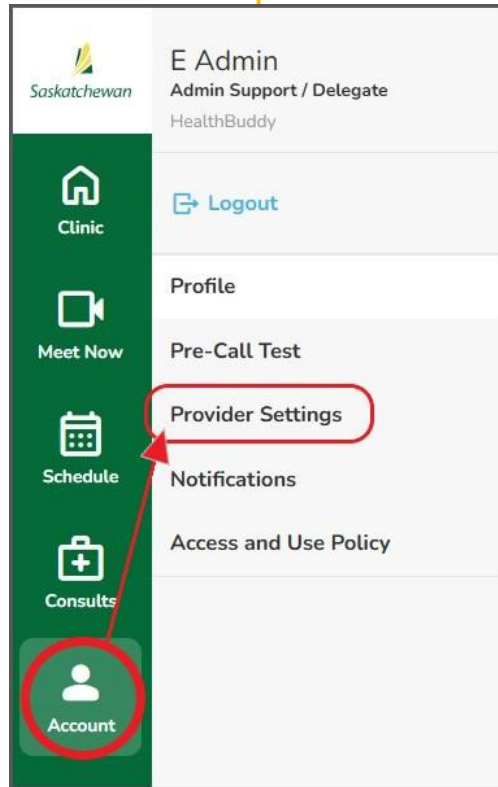
The Provider Settings ONLY apply for clinics that have the 'Patient Self-Serve Scheduling' feature enabled.

When disabled for your virtual clinic(s), this message will appear:



"Appointment Booking" and "New Patient" settings are unavailable because "Patient Self Serve Scheduling" is disabled.

- ❑ Select **Account** from the dashboard, then click **Provider Settings**.



When enabled, there are three settings available:

- **Lead Time** - the minimum amount of time before a patient can book an appointment
- **Patient Provider Selection** – allows a healthcare provider to permit their patients to consult with other healthcare providers from within their virtual clinic
- **New Patients** – A healthcare provider may allow new patients to schedule virtual appointments with them

Appointment Booking

Lead Time

The minimum amount of time before an appointment occurs that a patient can make a booking.

Patients can book immediately

Patient Provider Selection

Allow patients to select another provider at my clinic.

Select other Providers that your patients may select.

Select All

Dr. J Nagy 2 UAT

Dr. Lorelie

E Doctor2

I am not accepting new patients at this time.

I am accepting new patients.

You currently have 24 patients.

Stop accepting new patients once I reach

Appointment Notifications

- Notifications to Clinic Care Team Members -

Healthcare providers and clinic admin have the option to receive notifications to the email address and/or mobile phone number set in their account profile.

They can be received by email only, SMS text message only or both.

Notifications can be set for:



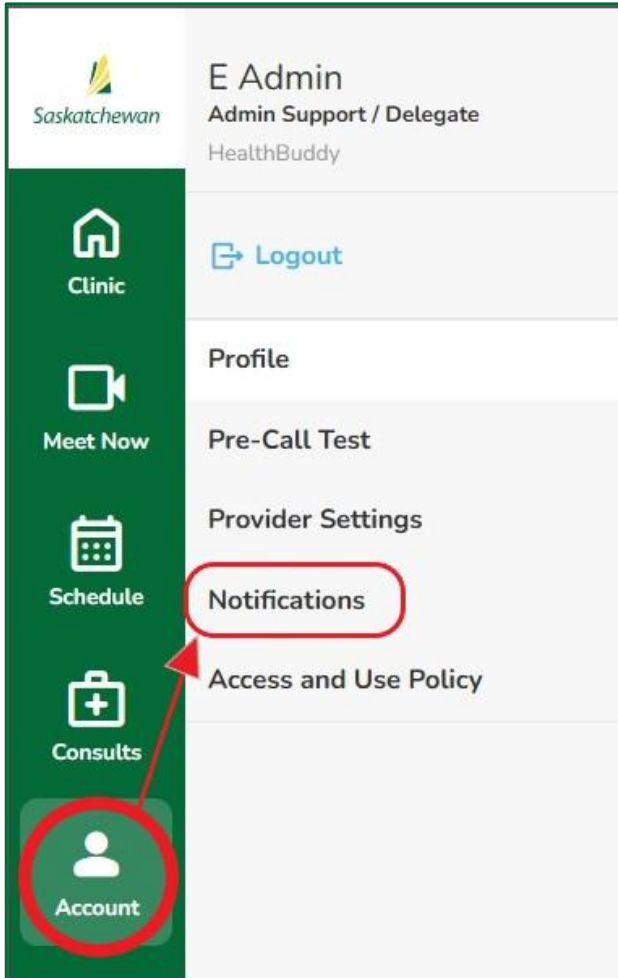
Appointments

- Created – when a new appointment is booked with you
- Cancelled – when one of your appointments get cancelled
- Invitation – when you are invited to an appointment by another team member
- Decline – when a team member you invited to an appointment declines

- Select **Account** from the Dashboard, then click **Notifications**.
- The clinic admin must select, from the drop-down menu, the healthcare provider they want appointment notifications for. Healthcare providers will not see this drop-down.
- Check the desired notifications, then click **Save**.

Notifications are applied on a per clinic user basis.

Each care team member must set their own appointment notifications.

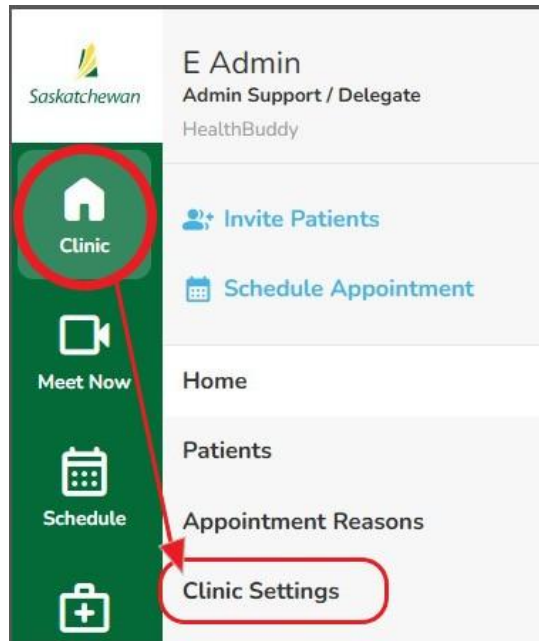


Clinic Settings

- Appointment Notifications & Reminders to 'Consultation' Participants

It is highly recommended that you send patients/participants appointment reminders via email and/or SMS text message for their scheduled **patient consultations**.

These settings are set for the entire clinic, not for individual users. Any changes will impact all clinic care team members.



The **Appointment Notifications and Reminders** section is at the top of this screen

Select **Clinic** in the dashboard, then **Clinic Settings**

Options include:

+ Add Reminder

X Remove

Email and SMS

Email

None

5 Minutes Before

15 Minutes Before

1 Hour Before

1 Day Before

Clinic Settings

- Quick Messages to Patients/Participants -

Quick Messages help healthcare providers, or their clinic admin manage **patient consultations** by sending a message to patients before the consultation begins.

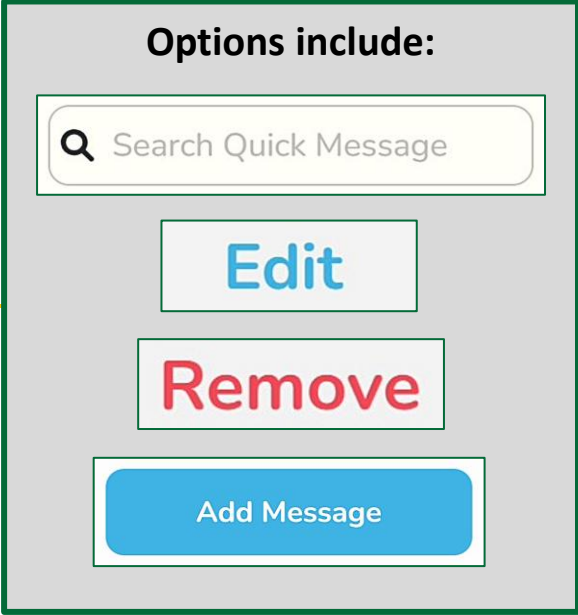
Note: they do not work for video meetings.

They are *accessed* from the **Active & Pending** screen (under the **Consults** tab), however, are *managed* here under **Clinic Settings**.

Patients receive these messages within the consultation itself as a chat message.

- Select **Clinic** in the dashboard, then **Clinic Settings**.
- Scroll down to **Quick Messages** to view, edit, remove or add messages.

Options include:



The screenshot shows a grey rectangular box with a green border. At the top, it says "Options include:". Below this is a search bar with a magnifying glass icon and the text "Search Quick Message". Under the search bar are three buttons: a white button with a blue border and the word "Edit" in blue; a white button with a red border and the word "Remove" in red; and a blue button with a white border and the text "Add Message" in white.

There are preset 'Quick Messages' available OR new ones can be created for the entire clinic OR customized for individual healthcare providers.

These may be created by clinic admins on behalf of the healthcare provider.

Add a New Quick Message

- ❑ Select **Clinic** in the dashboard, then **Clinic Settings**.
- ❑ Scroll down to **Quick Messages** and click **Add Message**.
- ❑ If you are the clinic admin, under **Provider**, select a particular healthcare provider **or leave blank for all** healthcare providers in the clinic.
- ❑ When creating a new message for **All** providers, you have an option to add the provider's name into the quick message. To do this, click **Insert Provider Display Name Variable** in the spot where you want their name to appear. Type the new message.
- ❑ Click **Add Quick Message**.

The image shows two screenshots of a web application interface. The top screenshot is titled 'Add Message' and features a dropdown menu for selecting a provider. The dropdown is open, showing a list of providers: Lorelie Doctor, Jessica Doctor1, Test Doctor1, Julie Doctor, Jeff Peters (highlighted in green), and Test Doctor2. A red circle highlights the upward-pointing arrow in the dropdown's header. The bottom screenshot is titled 'Add Quick Message' and contains instructional text: 'If you want to create a message for all providers, you can use the provider's name variable. Simply click Insert Provider Display Name Variable where you want the provider's name to be dynamically inserted.' Below this text is a 'Provider' dropdown menu set to 'All'. The 'Message' field contains the text: '{Provider Display Name} has been called away due to an emergency, please call the clinic directly to reschedule your appointment.' A red box highlights the placeholder '{Provider Display Name}'. Below the message field is a blue button labeled 'Insert Provider's Display Name Variable'. A red arrow points from this button down to a larger blue button labeled 'Add Quick Message' at the bottom of the form. A 'Cancel' link is also visible at the bottom.

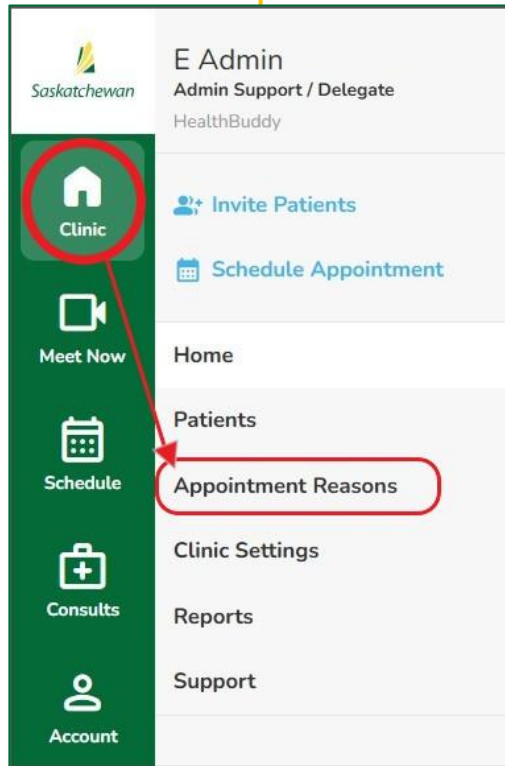
9. Appointment Reasons



Adding, Editing & Removing Appointment Reasons

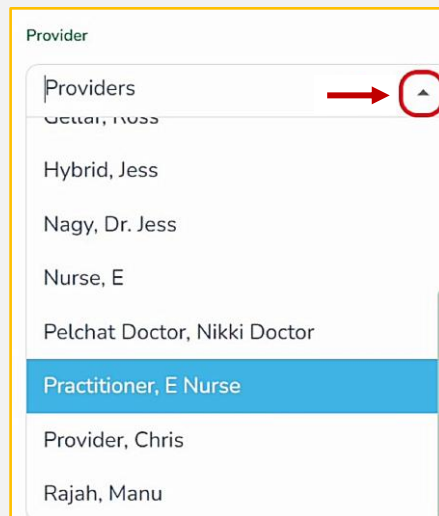
These preset Appointment Reasons are used when scheduling patient consultations and help the clinic care team prepare for the appointment.

- ❑ Select **Clinic** in the dashboard, then click **Appointment Reasons**.

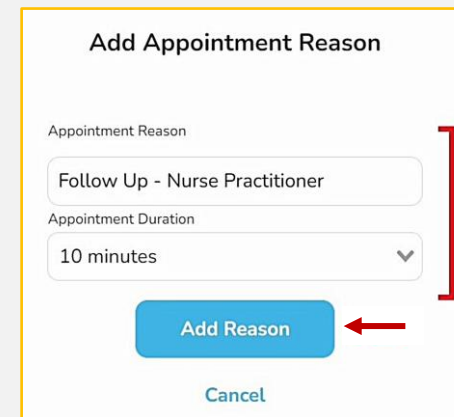


- ❑ Clinic admins must select the correct healthcare provider from the **Provider** drop-down menu.

Healthcare providers will not see this drop-down.

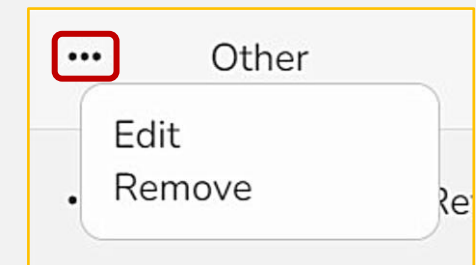


- ❑ Select **Add Reason**.
- ❑ Type in the new appointment reason, a duration that is suitable. Note – at the time appointments are being scheduled, the preset duration may be overridden.
- ❑ When ready, click **Add Reason**.



Notifications are applied on a per clinic user basis and may be set by either healthcare providers or the clinic admin on behalf of the healthcare provider

- ❑ Click the 3 dots to **Edit** or **Remove** an appointment reason



10. Manage the Healthcare Provider's Schedule & Calendar



Managing Schedules

A provider's schedule MAY be added into this platform, although not necessary to schedule consultations or meetings.

☐ Select **Schedule** in the dashboard

The screenshot displays the HealthBuddy dashboard interface. On the left sidebar, the 'Schedule' button is circled in red. The main content area features a 'Select Schedule' dropdown menu with 'Doctor, E-Demo' selected, a 'CST (-06:00) Current timezone' field, and 'Availability Types' including 'Virtual', 'In-Person', and 'Both Virtual and In-Person'. A calendar view for January 2026 is shown below. A red dotted oval highlights the 'Select Schedule' dropdown menu, with a red arrow pointing to it from the text box on the right. The text box contains the following text:

Clinic admins can view and update calendars on behalf of the healthcare providers within their clinic. They must select the healthcare provider's name from the **Select Schedule** drop-down.

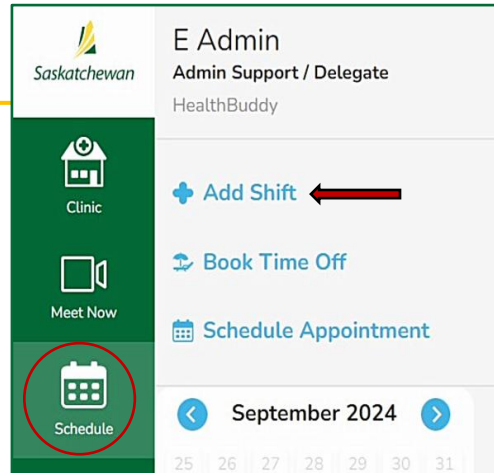
Viewing Appointments

- | MONTH View: | DAY View: | WEEK View: |
|--|--|--|
| <ul style="list-style-type: none"> Click on an individual day or Today Click on This Week Hover over a day to see the number of appointments scheduled. | <ul style="list-style-type: none"> The day's view of the schedule. Click on an appointment + to enter, X cancel the entire appointment, X decline an invitation to it, or to get/send the shareable Join-In info. Delete a shift. | <ul style="list-style-type: none"> A 7-day view of the schedule. Click on an appointment for details, to enter, cancel the entire appointment, decline an invitation to it, or to get/send the shareable Join-In info. |

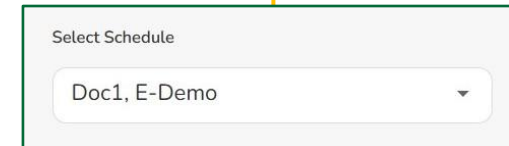
The screenshot displays the Ev Admin interface for a user named 'Ev Admin, Office Administrator' at 'SKVV Test Clinic'. The interface includes a left-hand navigation menu with icons for Clinic, Meet Now, Schedule (circled in red), Consults, Messages, Account, Support, and Log Out. The main content area shows a 'Select Schedule' dropdown set to 'Doc1, E-Demo' and a time zone of 'CST (-06:00)'. Below this, 'Availability Types' are listed: Virtual, In-Person, and Both Virtual and In-Person. A calendar view for May 2026 is shown, with the 13th highlighted. A 'Day' view button and a 'Week' view button (both circled in red) are visible. A detailed appointment card for 'Team Meeting' on Wednesday, May 13, is shown, with a 'Team M...' button (circled in red) below it. A settings menu (circled in red) is open on the right, showing options for 'Small', 'Normal' (selected), and 'Large'.

Add a Healthcare Provider's Shift

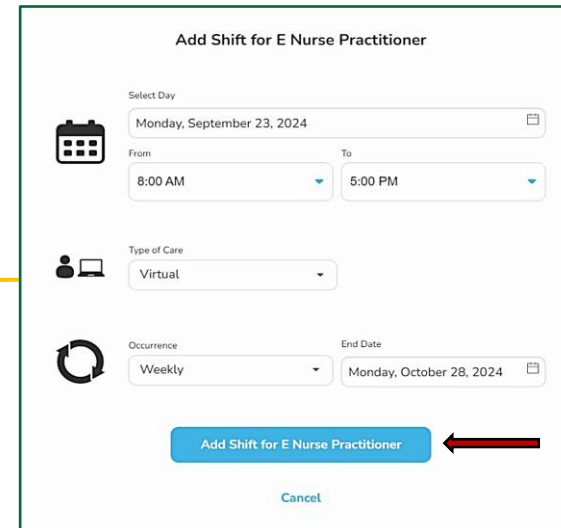
- ❑ Click **Schedule** in the dashboard
- ❑ Select **Add Shift**



- ❑ Clinic admins must select the healthcare provider's name from the **Select Schedule** drop-down.



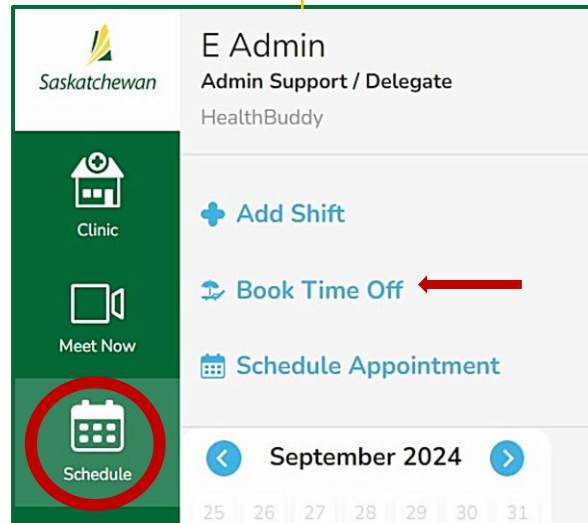
- ❑ Select the **day** you wish to add the shift to
- ❑ Select the from/to **time**
- ❑ Select the **type of care** (virtual, in-person, or both)
- ❑ Choose the **Occurrence**
- ❑ Choose an **end date** (if recurring occurrence)
- ❑ Click **Add Shift for ...**



Book Time Off

This feature can be used to indicate times unavailable for full or partial days (such as breaks, vacation, etc.)

- ❑ Click **Schedule** in the dashboard
- ❑ Select **Book Time Off**



- ❑ Select the **day** you wish to add the time off to
- ❑ Select the from/to **time**
- ❑ Choose the **Occurrence**
- ❑ Choose an **end date** (if recurring occurrence)
- ❑ Click **Book Time Off** to confirm

Book Time Off for E Nurse Practitioner

Select Day
Monday, September 23, 2024

From 1:30 PM To 2:30 PM

Occurrence
Weekly

End Date
Wednesday, October 23, 2024

Book Time Off

The time off will appear in the calendar as **Unavailable**



Overlapping Schedules

- If scheduled video meetings or consultations overlap with other appointments that a host provider or an invited provider currently has, a notification will appear to the person doing the scheduling (clinic admin or host provider).
- A **maximum of three (3)** overlapping video meetings or consultations can be booked into a provider's schedule.
- In **Week View**, the overlapping appointments will show the number of appointments, in a box with a hashed background, in the affected timeslot.
- In **Day View**, the overlapping appointments will show each appointment, within the affected timeslot.

Overlapping – Week View

Select Schedule: Doctor2, Lor
CST (-06:00)
Availability Types: Virtual, In-Person, Both Virtual and In-Person

3 appointments

16:00 - 16:30	Monica Bing	Dr. Lor Doctor2 (host), Dr. Pepper, Jessica Doctor1
16:05 - 16:35	Meeting w/ Patient1	Dr. Lor Doctor2 (host), Jessica Nurse
16:10 - 16:40	Meeting w/ Patient2	Dr. Lor Doctor2 (host), Dr. Pepper

Friday April 21 | Saturday April 22

4 PM | Unscheduled | 3 appointments | Unscheduled | Unscheduled | Unscheduled | Unscheduled

No times scheduled later than 05:00

Overlapping – Day View

Select Schedule: Doctor2, Lor
CST (-06:00)
Availability Types: Virtual, In-Person, Both Virtual and In-Person

2023 April 18
Tuesday

No times scheduled earlier than 4:00 PM

16:00 - 16:30	Monica Bing	Dr. Lor Doctor2 (host), Dr. Pepper, +1 Participant
16:05 - 16:35	Meeting w/ Patient1	Dr. Lor Doctor2 (host), Jessica Nurse
16:10 - 16:40	Meeting w/ Patient2	Dr. Lor Doctor2 (host), Dr. Pepper

4 PM | 16:40 - 17:00 | Unscheduled | Add Shift

No times scheduled later than 5:00 PM

11. Video Meetings vs Patient Consultations



Video Meetings vs Patient Consultations

Video Meeting

Meetings allow you to quickly talk with a patient, their participants and other care providers.

- ✓ Invite other participants
- ✓ Record Video
- ✗ Patient Information and History
- ✗ Past Consultations
- ✗ Note Taking
- ✗ Kept in Patient's History

- **Patients/invited participants DO NOT require a 'SK Virtual Visit' account to join a video meeting.**
- **They do not need to be invited by the clinic to join the clinic.**
- Meetings are a way to meet with others (specialists, clinicians, patients, patient's family members or caregivers) via video or phone when patient info and history, past consultations, consultation notes, are not required.
- **Video Meetings:** multiple participants may be invited by a clinic to attend with a meeting ID and passcode that is sent via email, SMS text message or given verbally
- Meetings can be held immediately or scheduled into the healthcare provider's clinic schedule.
- Meetings will include a video call and, if needed, a phone call.
- **Phone Meetings:** held immediately with two participants only. The healthcare provider's phone number will not be displayed to the patient.

Consultation

A consultation is the preferred way to see and speak to a patient for diagnosis and questions.

- ✓ Invite other participants
- ✓ Record Video
- ✓ Patient Information and History
- ✓ Past Consultations
- ✓ Note Taking
- ✓ Kept in Patient's History

- **Patients DO require a 'SK Virtual Visit' account to join their patient consultation.**
- **They must be invited by the clinic to join as a virtual patient.**
- Patient consultations include patient information and history, past consultations, and consultation notes (if entered). This information is saved within the system.
- Patient consultations are always booked into the healthcare provider's clinic schedule.
- Patients may invite up to two guests to their virtual consultations. Invited guests **MUST** create and log into a 'SK Virtual Visit' account when invited by the patient.
- Healthcare providers may invite multiple guests (specialists, clinicians, patient family members or caregivers) to their patient's virtual consultation as well. Invited guests **DO NOT** require a 'SK Virtual Visit' account when invited by the healthcare provider.
- Patient virtual consultations will include a video call and, if needed, a phone call.

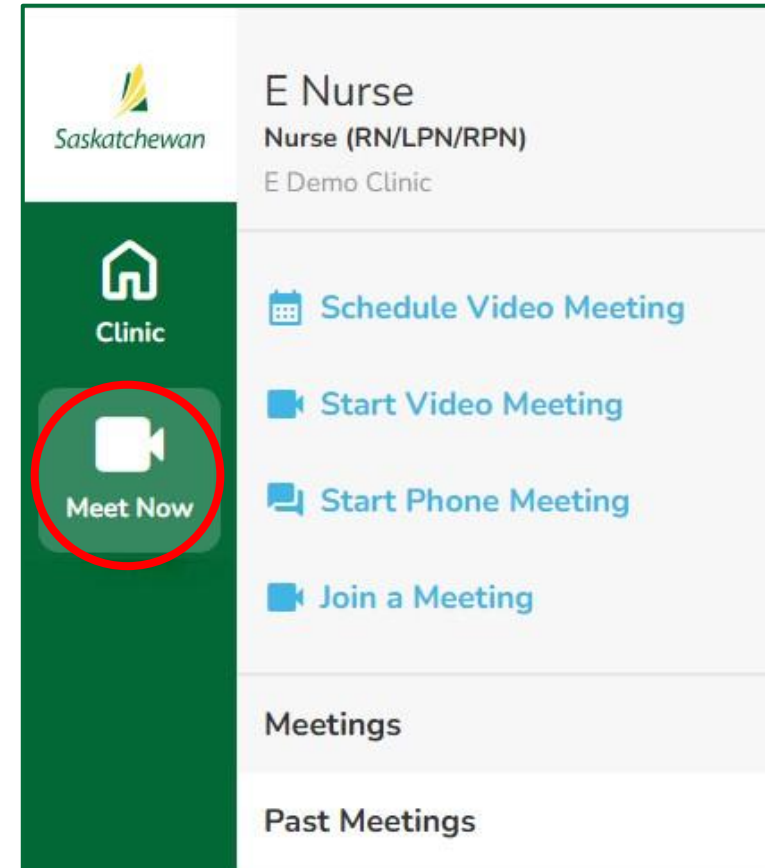
12. Video & Phone Meetings



Video Meetings

Under the Meet Now tab in the dashboard, available features include:

1. Schedule a Video Meeting for a later date/time
 2. Start an 'On-Demand' Video Meeting
 3. Start a Phone Meeting
 4. Join a Meeting You are Invited To
 5. Past Meetings
- These meetings allow you to quickly consult with a patient, their family or caregivers, other healthcare providers, specialists or members of your clinic's care team by video or phone, without scheduling a consultation and without your patients/participants requiring an account with **SK Virtual Visit**.
 - The video meetings do not contain patient, medical history, or past consultation information.
 - You may enter a short note once the video meeting is complete for future reference.



1a. Schedule a Video Meeting

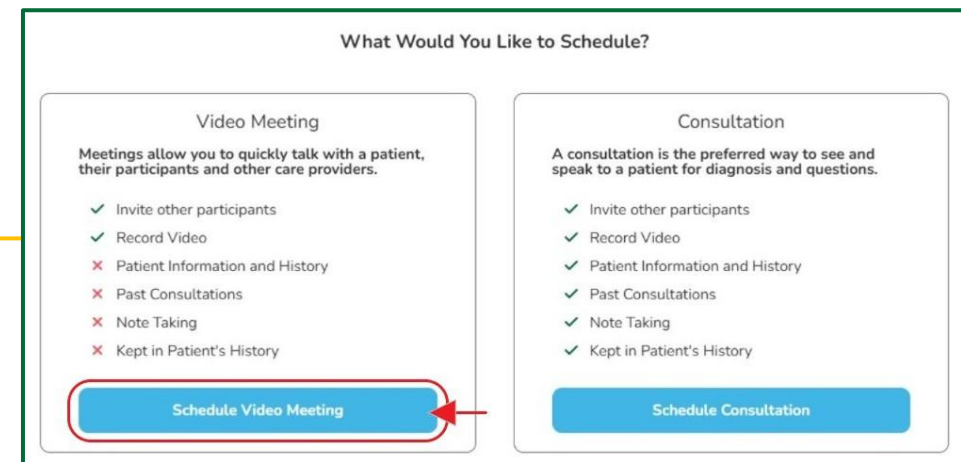
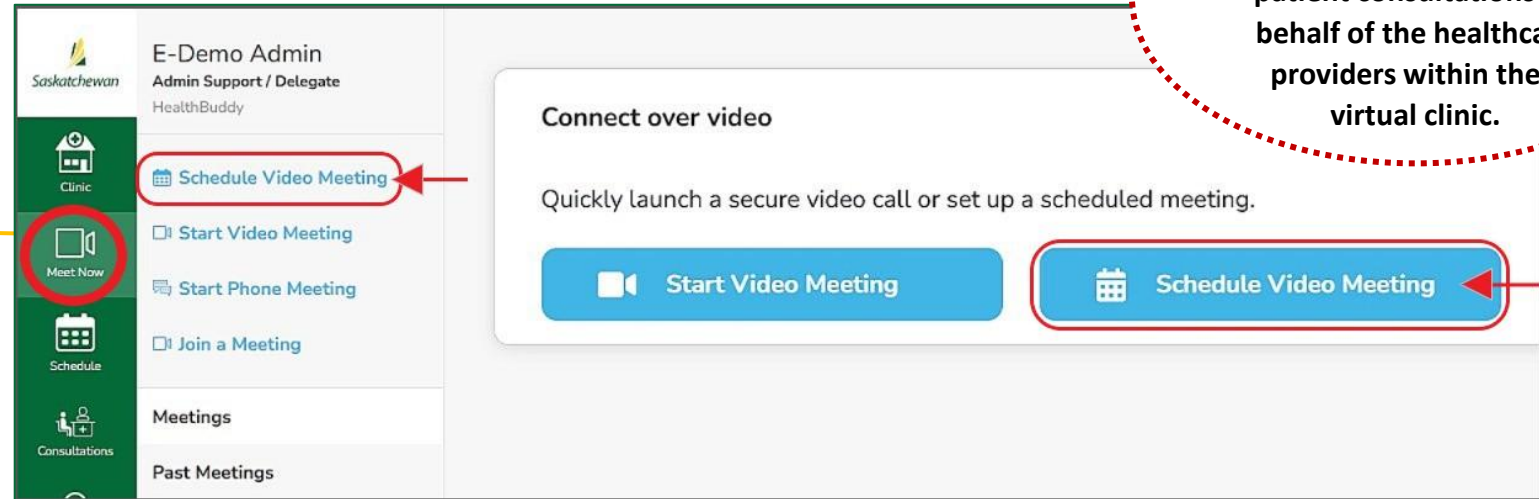
Clinic admins can schedule video meetings and patient consultations on behalf of the healthcare providers within their virtual clinic.

❑ Select **Meet Now** in the dashboard

❑ Click **Schedule Video Meeting** *

* **Schedule Video Meeting** is also available by clicking **Schedule Appointment** under the **Clinic** tab or **Schedule** tab.

❑ If prompted with this screen, click **Schedule Video Meeting**



1b. Schedule a Video Meeting

Schedule a Video Meeting

Meeting Title

Demo video meeting

Select Provider

Doctor, E-Demo

+ Invite Another Provider

or

Next

- ❑ Enter a **Meeting Title**.
- ❑ If you are the clinic admin, select the host provider's name from the **Select Provider** drop-down menu. *Healthcare providers will not see this field.*
- ❑ If only a single provider (host) is being scheduled for this meeting, click **Next** and skip to the next page.

Schedule a Video Meeting

Meeting Title

Demo video meeting

Provider

Select or start typing...

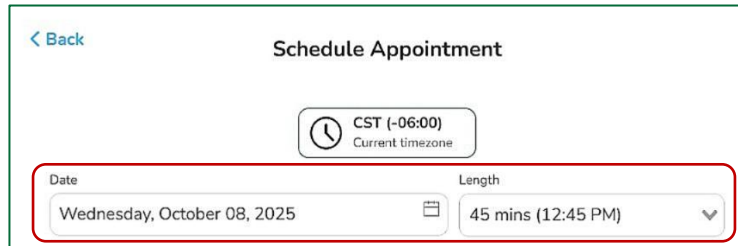
E-Demo Doctor (host)

E-Demo Nurse

Next

- ❑ If providers from your virtual clinic in addition to the host are being invited to this meeting, click **+ Invite Another Provider**.
- ❑ Add their name from the **Provider** drop-down menu. If someone is added by mistake, click the red 'X' beside their name, to remove them from the list.
- ❑ Once complete, click **Next**.

1c. Schedule a Video Meeting

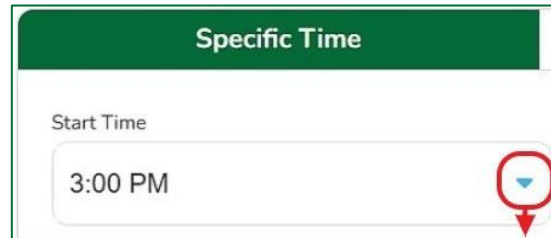


← Back Schedule Appointment

CST (-06:00)
Current timezone

Date: Wednesday, October 08, 2025 Length: 45 mins (12:45 PM)

- Date** - Enter the date of the meeting or, if scheduling recurring meetings, the first meeting date.
- Length** - the length of the meeting (this is approximate; the appointment will not automatically end if it extends past this time).



Specific Time

Start Time

3:00 PM

- When scheduling a single provider and their work schedules **ARE NOT** entered in SK Virtual Visit ...
- Select **Specific Time**
 - Under **Start Time** select the time of day the appointment(s) will start

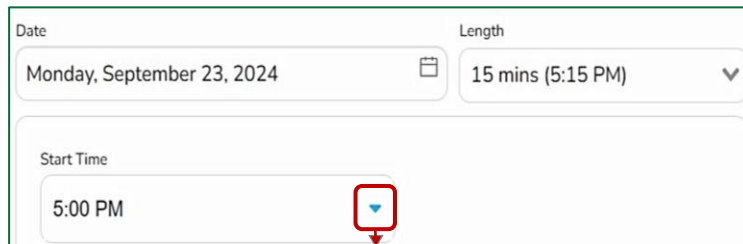


See Availability

2:22 pm - 3:07 pm

2:45 pm - 3:30 pm

- When scheduling a single provider and their work schedules **ARE** entered in SK Virtual Visit ...
- Select **See Availability**
 - Select an available time from the list



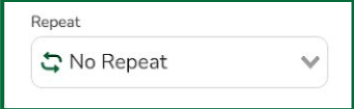
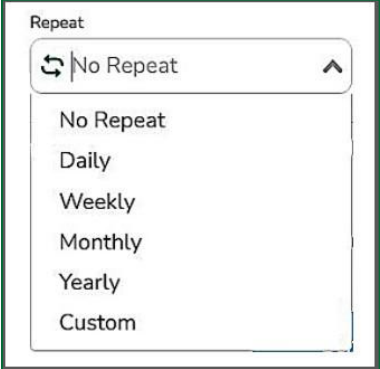
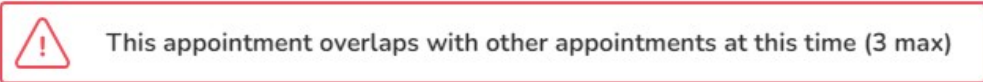
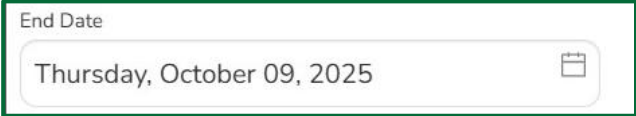

Date: Monday, September 23, 2024 Length: 15 mins (5:15 PM)

Start Time

5:00 PM

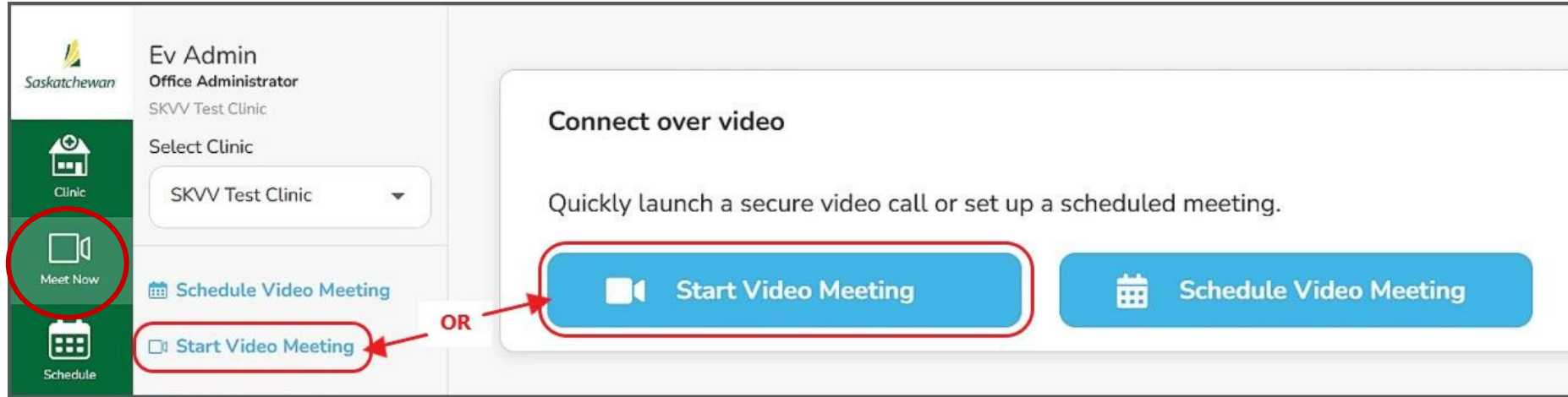
- When scheduling multiple providers from the same virtual clinic, in addition to the host ...
- Select a meeting **Start Time** from the drop-down

1d. Schedule a Video Meeting - 'Occurrence'

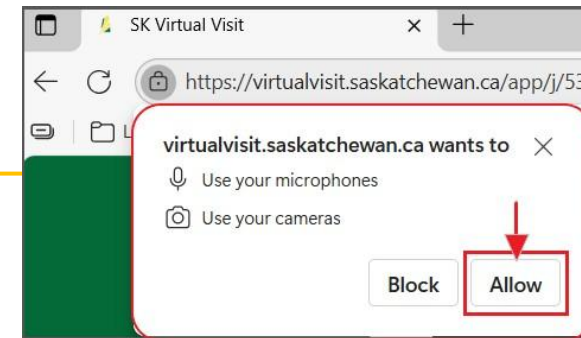
If scheduling a <u>one-time</u> meeting, select ' No Repeat '.	
If scheduling <u>recurring</u> meetings, choose the occurrence : <ul style="list-style-type: none">▪ Daily – occurs every day, Monday thru Sunday▪ Weekly – any day of the week, Monday thru Sunday▪ Monthly – any day of the month OR the ordinal of a weekday▪ Yearly – same day every year OR the ordinal of a weekday of a month▪ Custom – every # of days (99 is max), every # weeks, every # of months	
If scheduled video meetings overlap with other appointments that a host provider or an invited provider currently has, a notification will appear to the person doing the scheduling	
If scheduling recurring meetings, select an ' End Date '.	
Click Schedule Appointment .	

2a. Start an 'On-Demand' Video Meeting

- Initiate Video Meeting & Allow Microphone/Camera -



- ❑ Select **Meet Now** in the dashboard
- ❑ Click **Start Video Meeting**
- ❑ Whenever prompted, **Allow** your camera and microphone



2b. Start an 'On-Demand' Video Meeting

- Camera & Microphone Permissions for Video Session / Test Your Connection -
(Camera & microphone may also be turned off/on in video)

You will see a preview of your video and audio. You may:

- ❑ Change your microphone or camera



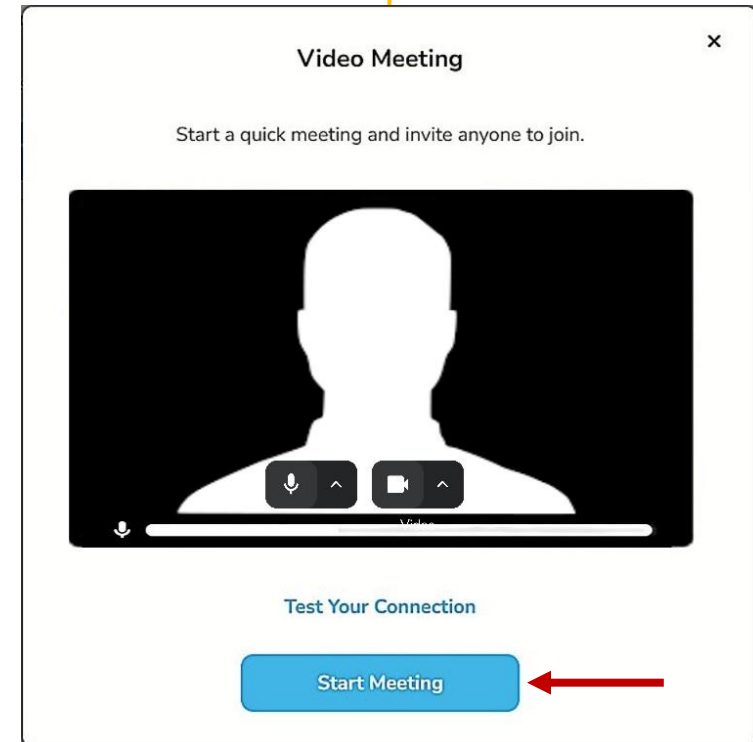
- ❑ Turn your microphone or camera OFF or ON



- ❑ Test Your Connection, camera & microphone

Test Your Connection

- ❑ When ready, click **Start Meeting**



2c. Start an 'On-Demand' Video Meeting

- Send the Meeting URL, ID & Passcode to Patients/Participants -

Invite your patient/guests to join the meeting

- ❑ Choose one of the options available to send to your participants

Invite Participants

Share the link or send an invitation to bring others into your meeting.
Participants will have access to video, files, and messages.

Meeting Info

Meeting Link

https://virtualvisit.saskatchewan.ca/... Copy 1.

View Meeting Invitation 2.

Invite Participants via Email or SMS

3. Invite via Email

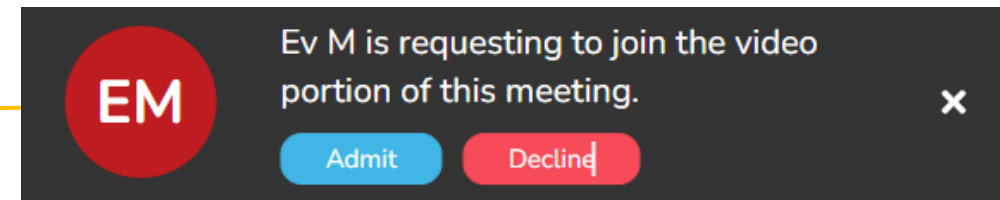
4. Invite via SMS

- 1. Copy** - The copied information includes the web URL link ('https...') only, which you must 'paste' into the body of any email platform you choose to use.
- 2. View Meeting Invitation** - opens a screen that displays all the meeting information (web URL link, Meeting ID and Passcode, date and time (if a scheduled meeting)), and instructions), which you must **Copy** & paste into the body of any email platform you choose to use.
- 3. Invite via Email** - opens your computer's default email platform to send all the meeting information. All meeting information will automatically generate into the body of the email. You may add additional text to the email, if desired, before sending.
- 4. Invitation via SMS** (text message). *May or may not be enabled for your clinic.* Your participant's mobile number will be required.

2d. Start an 'On-Demand' Video Meeting

- Admit Invited Participants / End or Leave the Video Meeting -

- ❑ As participants arrive, the meeting host must either **Admit** or **Decline** them.



- ❑ Complete or leave the meeting:
 - **End Call for All** - the host completely ends the meeting for all participants (invited participants do not have this feature)
 - **Leave Call** - the host and invited participants may leave and return to the meeting, as long as it is active



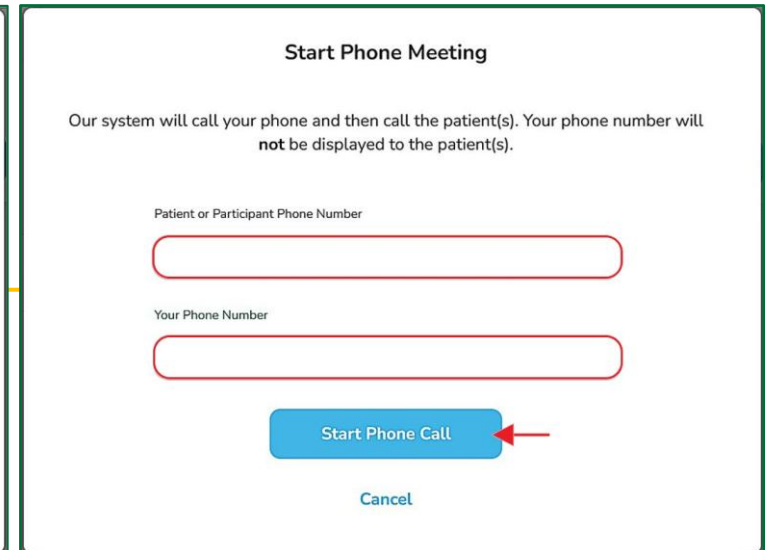
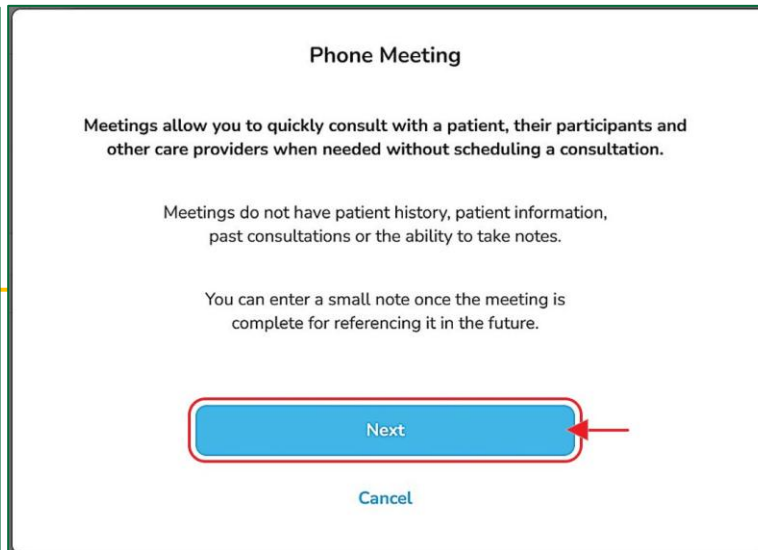
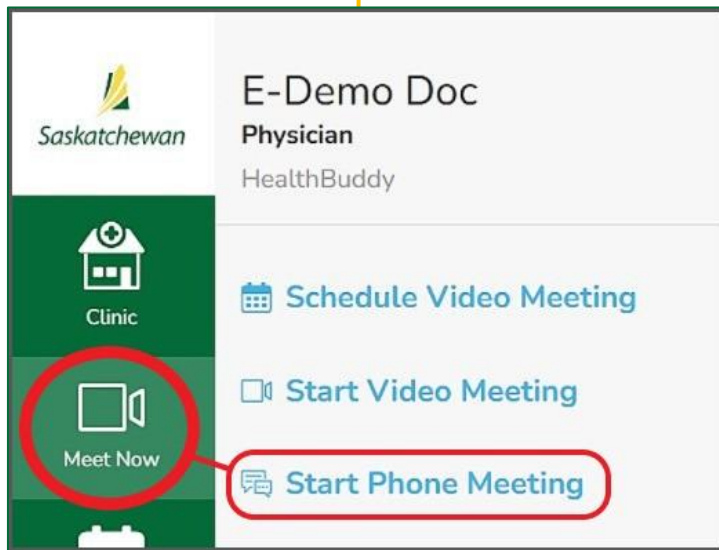
Video meeting features are found under Section 13 below.

3. Start a Phone Meeting

- Speak on the phone with one other participant -

Phone Meetings only happen between TWO people, the meeting host and one other person.

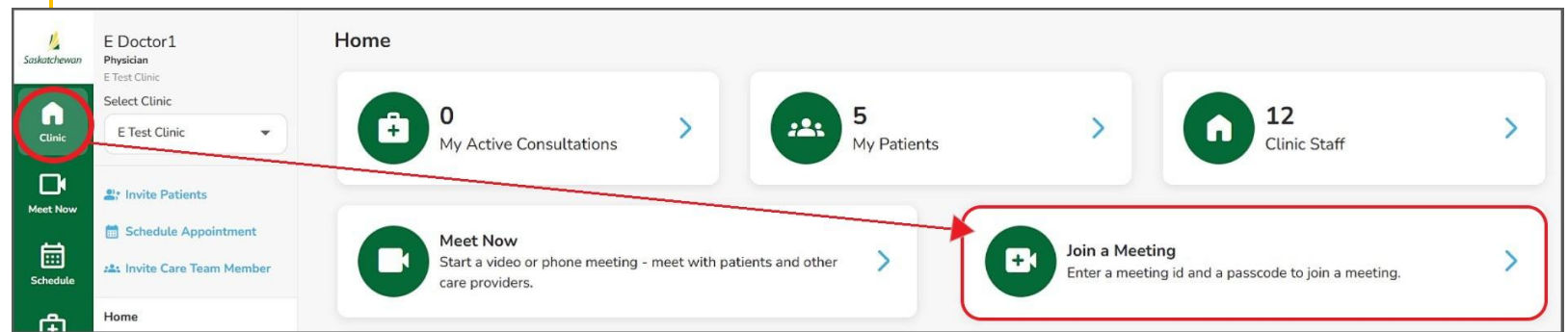
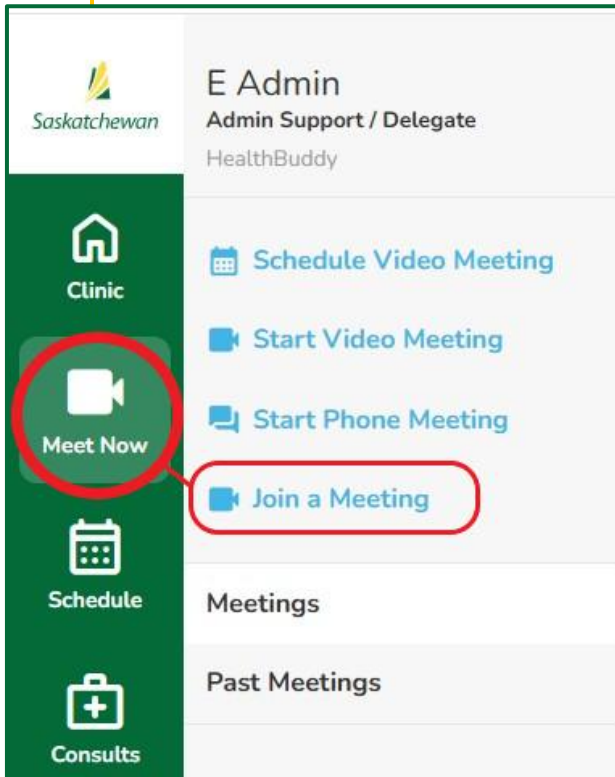
- ❑ Click **Meet Now** in the dashboard, then select **Start Phone Meeting**
- ❑ Review the screen, then click **Next**
- ❑ Enter the patient/participant's phone number and your number (your number is never shared and remains hidden)
- ❑ Click **Start Phone Call** (the system will call the host first; after they pick up, it will automatically call the other participant)



4a. Join a Meeting You Are Invited To

Either:

❑ Select **Join a Meeting** under **Meet Now** in the dashboard **OR** from the **Clinic** tab:

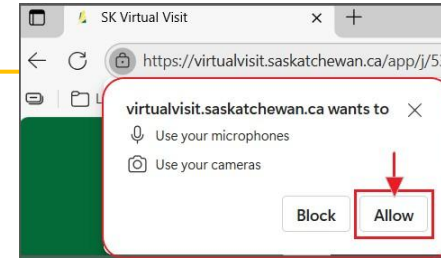


You may also join a meeting from:

- the account **Login** screen > **Join Meeting Now**, or
- using a meeting **URL link** that is sent to you.

4b. Join a Meeting You Are Invited To

- ❑ Whenever prompted, click **Allow** for both your camera and microphone.

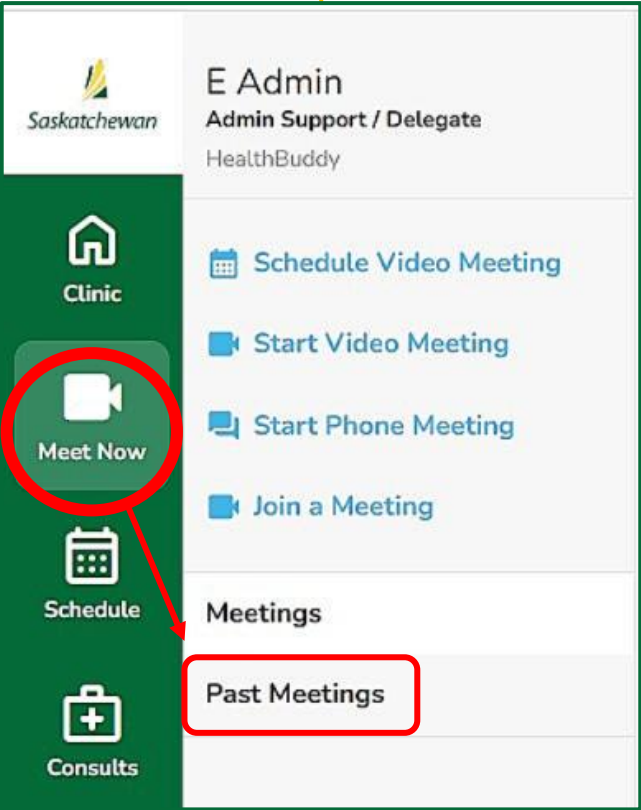


- ❑ If on the web on any device, you should see yourself in video and see the microphone volume bar moving.
- ❑ You may test your audio and video equipment by clicking **Test Your Connection**.
- ❑ Type in the Meeting ID and Passcode **manually** from the information provided to you.
- ❑ When logged in, it is not necessary to add your name, as the system pulls this from your account information.
- ❑ It is recommended you leave your microphone and camera **'ON'** - you may turn the camera OFF and/or mute yourself once in the video, if desired.
- ❑ If you want your camera/microphone settings and name saved for next time, check **Remember my preferences**.



5. Past Meetings

❑ Click **Meet Now** in the dashboard, then select **Past Meetings**.



The most recent meetings will be listed, or

❑ Use the search criteria to find a specific meeting

Past Meetings

Participant Name: Date Range: Care Team Member: Type:

First Previous **1** 2 3 4 5 Next Last

Meeting ID	Type	Participants	Date	
15357636896	Video	E-Demo Doc	Oct 13, 2025 - 10:34 am	Download Transcript
		<input type="button" value="Save Note"/>		
77044665163	Video	E-Demo Doc	Oct 09, 2025 - 03:05 pm	Download Transcript
		<input type="button" value="Save Note"/>		
67616785874	Video	Lorelie, Lorelie - Lumeca Health, Manu, E-Demo Doc	Oct 06, 2025 - 01:41 pm	Download Transcript
		<input type="button" value="Save Note"/>		

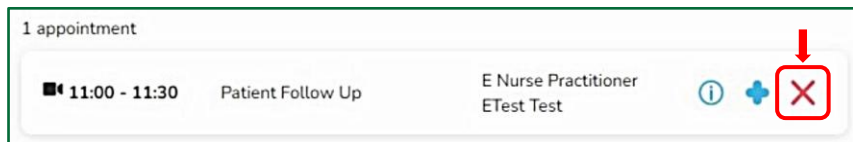
Cancel a Scheduled Meeting

Note: Appointments cannot be edited; they must be cancelled and rescheduled.

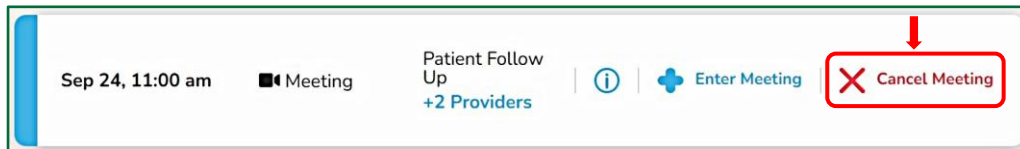
- ❑ Log into your account as the meeting host or clinic admin
- ❑ Go to either **Schedule** or **Consults** in the dashboard. In the **Schedule** tab, you must click on the meeting you want to cancel (in 'Week' or 'Day' view).
- ❑ Select **X – Cancel Meeting**
- ❑ A pop-up will appear asking you to confirm. Confirm the cancellation.

- Done by the host provider or the clinic admin
- Cancels the appointment entirely and removes it from all invited providers' schedules
- All invited providers will receive a notification, based on their 'Notification Settings' (found under 'Account').
- Invited patients/participants will not receive a notification. They must be contacted directly.

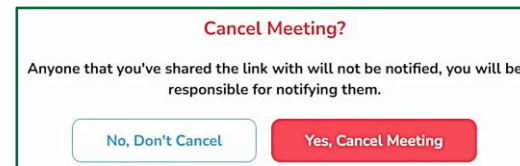
'Schedule' Tab



'Consultations' Tab



Confirm 'Single' Meeting



Confirm 'Recurring' Meetings

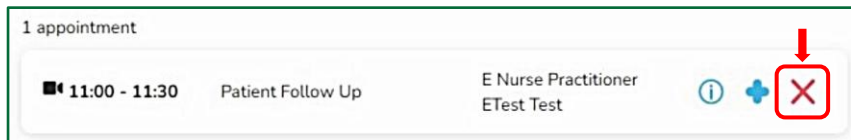


Decline an Invitation to a Scheduled Meeting

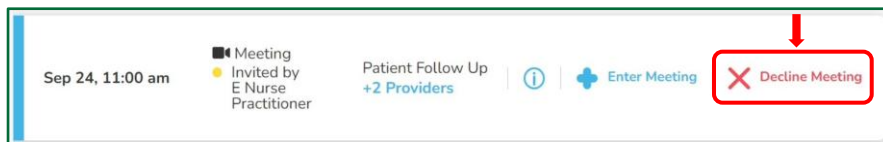
- ❑ Log into your account as the invited clinician or the clinic admin
- ❑ Go to either **Schedule** or **Consults** in the dashboard. In the **Schedule** tab, you must click on the meeting you want to decline (in 'Week' or 'Day' view).
- ❑ Select **X – Decline Meeting**
- ❑ A pop-up will appear asking you to confirm. Confirm the cancellation.

- Done by the invited provider or the clinic admin
- Removes the appointment from their schedule only and will not change the appointment or schedules of other invited providers.
- The meeting host and office admin will receive a notification, based on their 'Notification Settings' (found under 'Account').

'Schedule' Tab



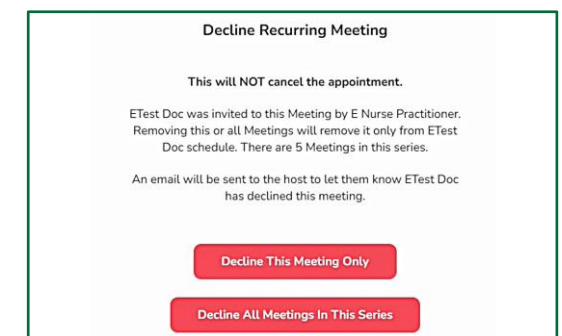
'Consultations' Tab



Confirm 'Single' Meeting



Confirm 'Recurring' Meetings



Patient Wants to Cancel Their Scheduled Video Meeting

- Patients do not need a SK Virtual Visit account to join video meetings they are invited to; they can simply click an *'https/...'* quick link in their email or SMS text message to join.
- Video meeting appointments are not visible when patients are logged into their account, if they have one.

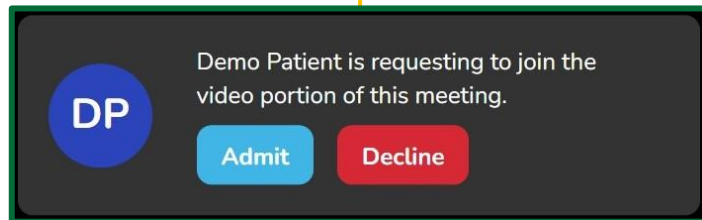
Therefore, if they wish to cancel or reschedule a video meeting, patients should contact the meeting host's clinic directly.

13. Video Session Features

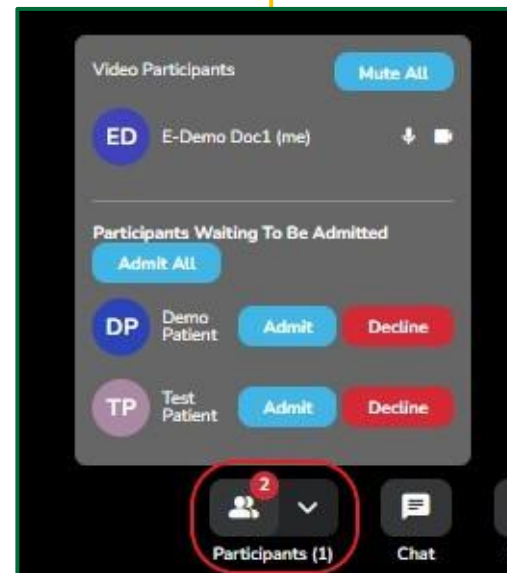


'Admit' or 'Decline' Users into the Video

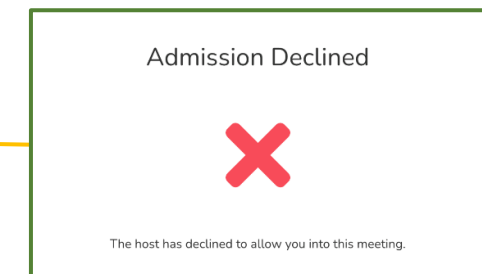
- ❑ All care team members of your virtual clinic who are present in the video can **Admit** participants or **Decline** participants who are requesting to enter the video call.
- ❑ This can be done using the popup that appears over the video screen **or** from the **Participants** button.







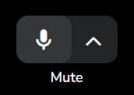

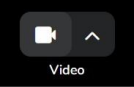

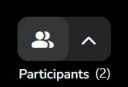


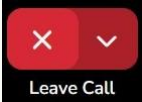
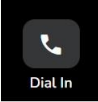
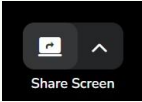
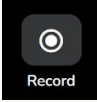
OR



- ❑ When a user is **Declined** from joining the call, they will be notified however, may attempt to re-join, in the event they were declined in error.



Video Features

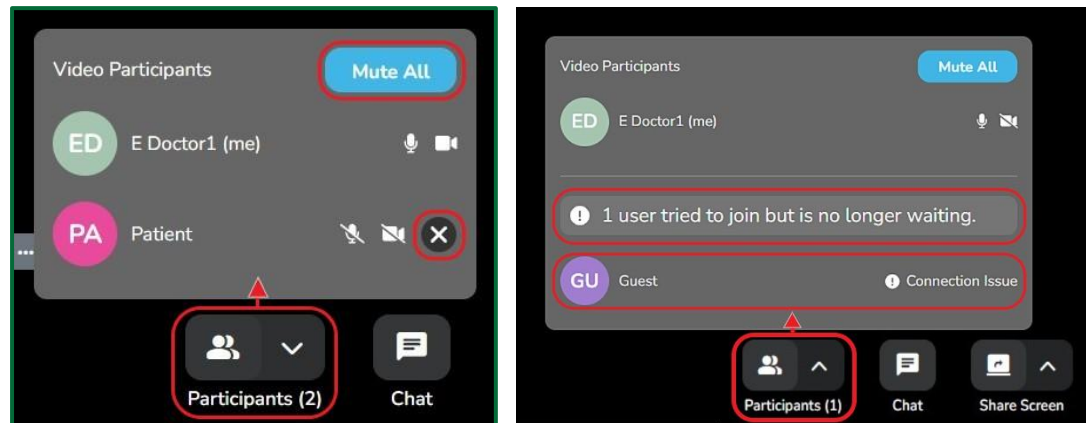
 Enter Full Screen  Exit Full Screen	Enter Full Screen / Exit Full Screen
 Enter Speaker View	Video layout where the speaker shows larger to other participants – shared screens are visible in this view only
 Enter Gallery View	Video layout where all participants are equal size on a grid – shared screens are not visible in this view
 Mute  Unmute	Mute/unmute yourself. Click the drop-down menu beside Mute to change selection of your microphone and speaker.
 Video  Video	Turn your video on/off. Click the drop-down menu beside Video to change selection of your camera, to blur your background or change your background image.
 Participants (2)	Click to see participant names. The host can mute/unmute any or all participants or turn their camera on or off.
 Chat	Chat with participants. Note: all participants in the video can see the chat.
	Upload photo or document. In a patient consultation, found below the Message bar. In a meeting, found under the Chat bar.
 Leave Call	Leave Call – leave the video chat. If participants leave the call, the video will stay active for a short time, allowing them time to re-enter the video. End Call for All – ends the video chat completely. Those from outside the virtual clinic cannot do this.
 Dial In  Share Screen  Record	Dial In, Share Screen and Record are discussed in more detail on the following screens.



Managing Participants

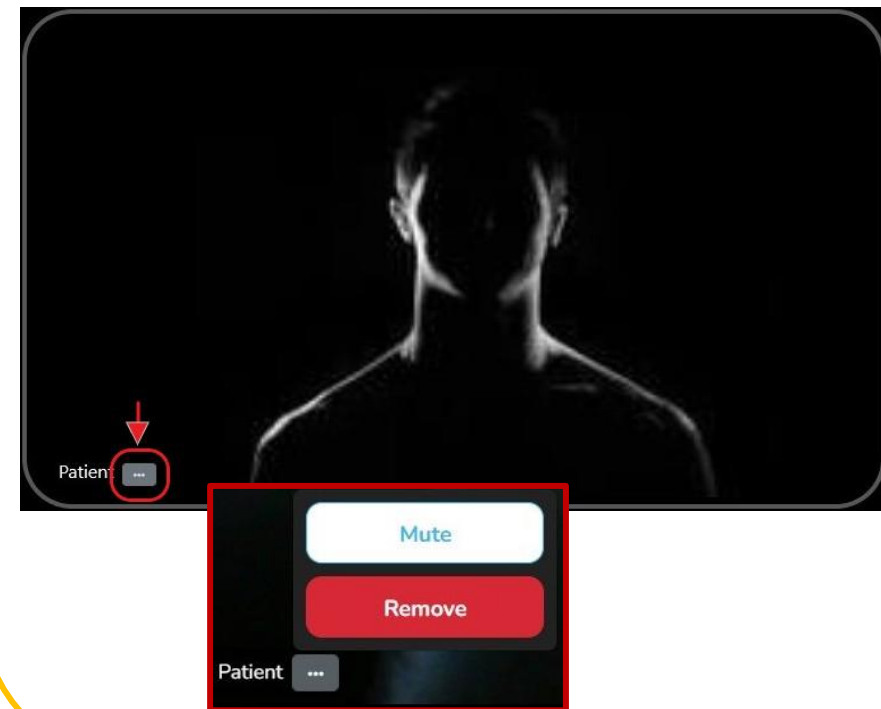
When clicking the **Participants** button, the meeting host can:

- See a list of participants who are in the video
- See who is muted/unmuted
- See who has their camera on or off
- **Mute All** participants
- Click the **X** to immediately remove a participant from the video
- See if anyone is having or had issues joining the video

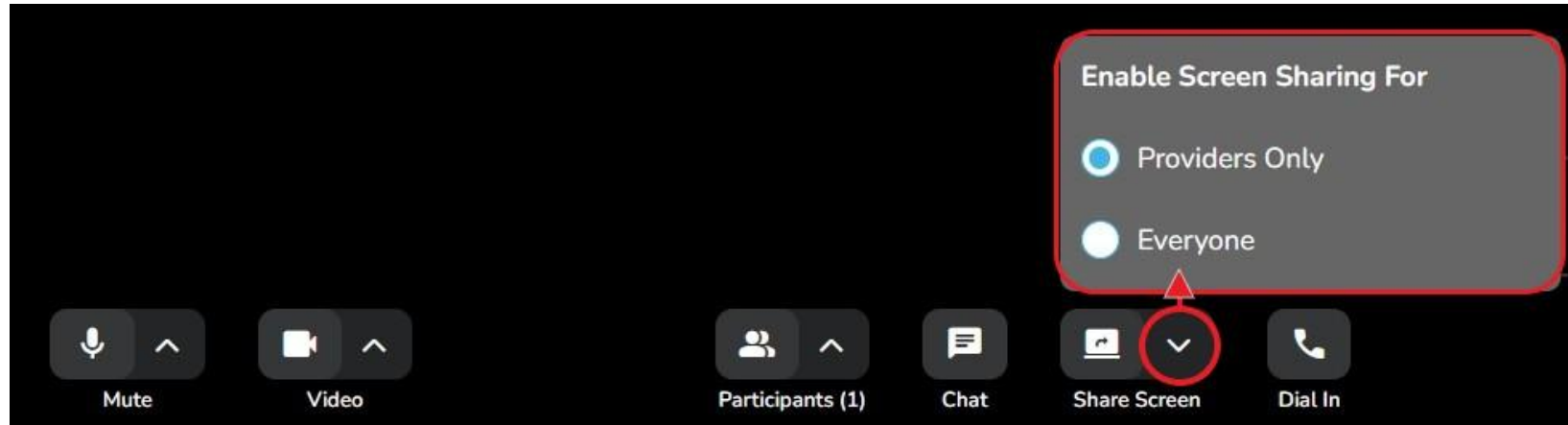


By clicking the **3 dots** in the lower-left corner of a participant's video frame, the meeting host can:

- **Mute/Unmute** a specific participant
- **Remove** a specific participant



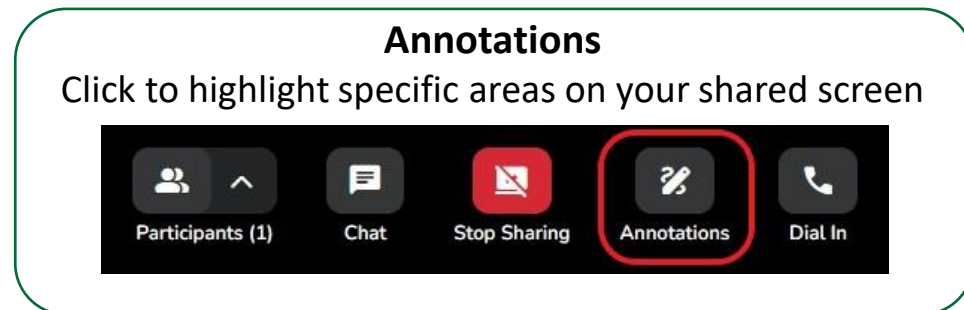
Share a Screen Within a Video



Everyone within the video call can share their screens and annotate, if enabled by the video host.

- The host would click the small arrow next to **Share Screen**, then change **Providers Only** to **Everyone**

Once the screen is shared and visible, new buttons appear along the bottom of your video screen:



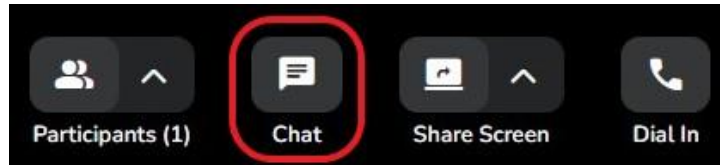
Send a Chat Message

Chat messages are seen by ALL participants.

This includes those in a patient consultation, who may not currently be in the video itself.

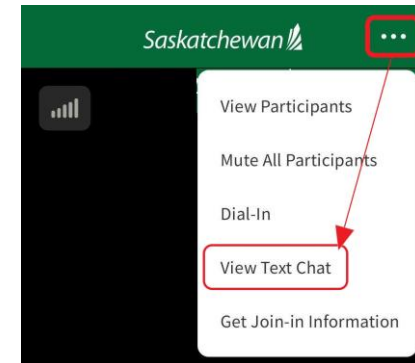
❑ Open the **Chat** window:

On the **WEB**, click the **Chat** button along the bottom of the video window.



OR

On the 'SK Virtual Visit' **mobile APP**, click the **3 dots** at the top of the video window and select, **View Text Chat**




❑ Type your chat message and press **Send**.

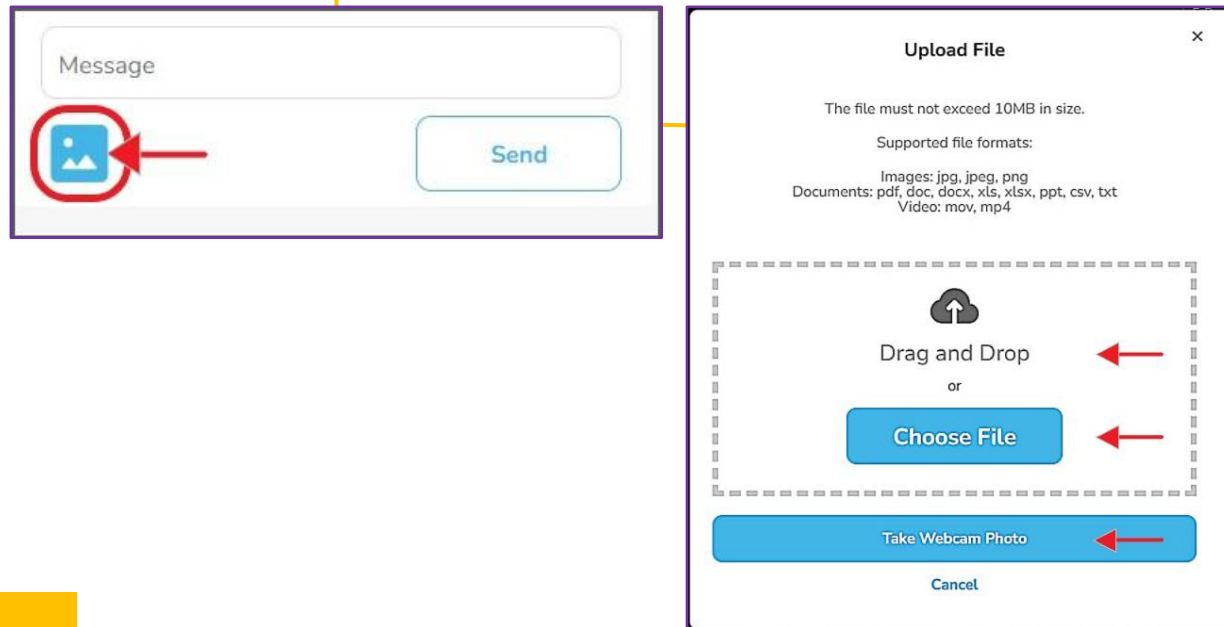
You may unsend a message, photo, video or document by hovering over the message/file (on laptop/desk) or holding your finger on the item (on mobile) and clicking **Unsend Message/Unsend**, enter a reason and confirm.

Upload a File (Photo, Video or Document)

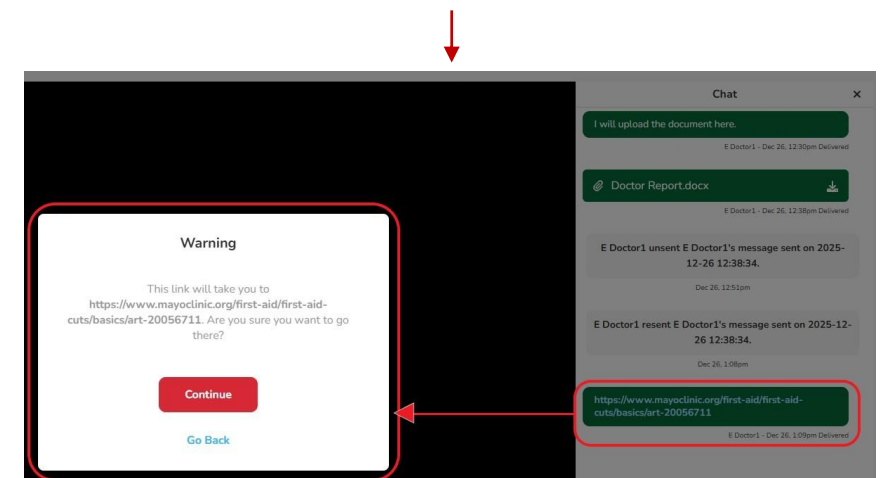
All participants within the video call can upload files into the **Chat** window.

- ❑ Open the **Chat** window (see instructions on previous screen).
- ❑ Select this icon  located under the **Message** box.
- ❑ Note the supported file formats listed, then choose one of the 3 options:
 - Drag and Drop from a saved location on your device
 - Choose a saved file from your device
 - Take a webcam photo

Your photo, document or video will upload into the **Chat** window.

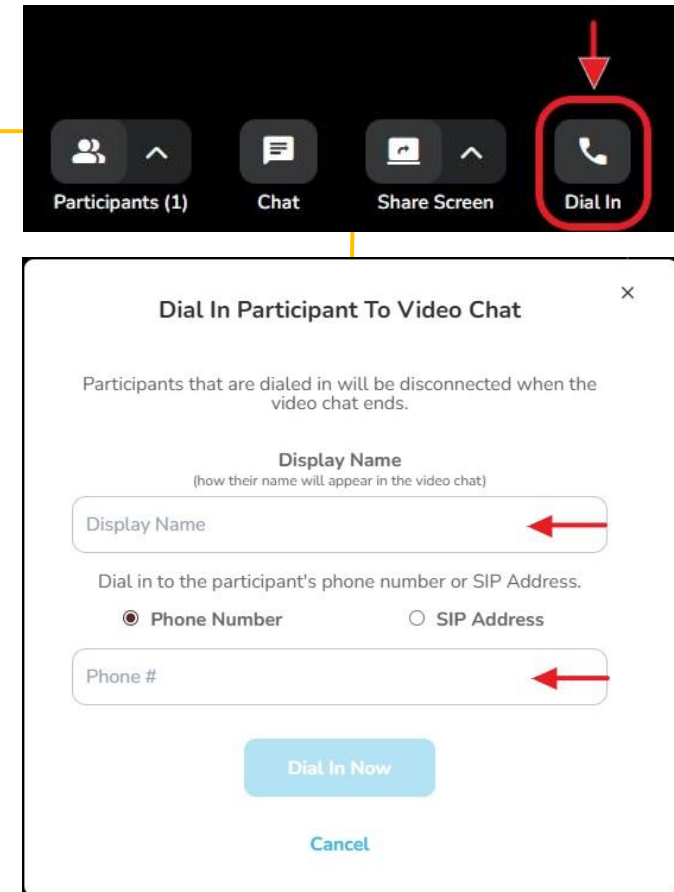


When opening a hyperlink that has been shared in **Chat**, a warning message will appear. By clicking **Continue**, you will be taken to the hyperlink content in a new window. Your video will remain open and may be accessed from the tab at the top of your screen.



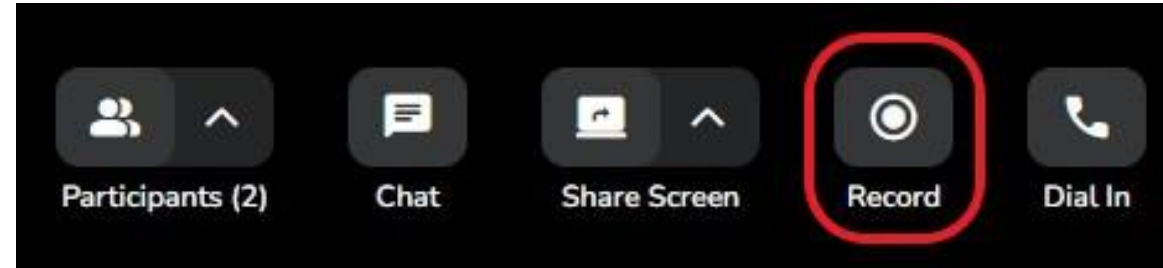
Dial a Participant Into the Video Chat by Phone

- ❑ Once in the video chat, click **Dial In**
- ❑ Enter the **Participant's Display Name** (*this is how their name will appear in the video*)
- ❑ Enter the **Participant's Phone Number**
- ❑ Click **Dial In Now**
 - All participants in the video chat will hear the dialed-in person's phone ring and, once they answer, will be able to hear them speak.
 - If an answering machine is picked up, it will be up to the video host to remove the participant from the call.
 - Multiple people can be dialed into a video call - simply repeat the process for each participants.



Record a Video Call

The **Record Video Call** feature is **turned off by default** and requires a request to your Health Service Provider to be turned on. *This button will not appear when the feature is disabled.*

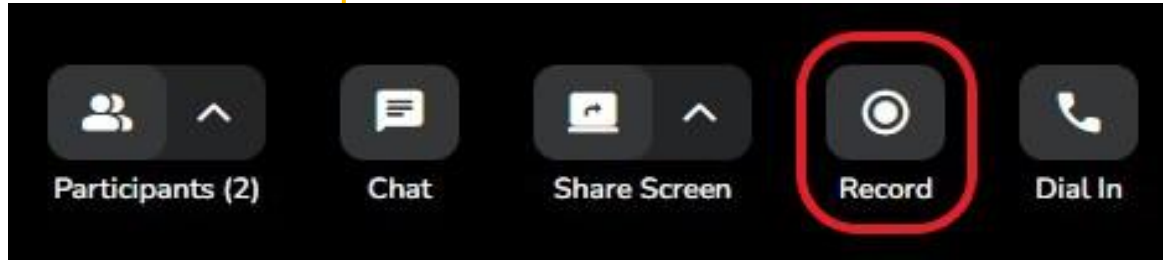


Forward your request via email to your applicable HSP:

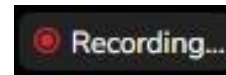
SHA	virtualcare@saskhealthauthority.ca
SCC/SCA	virtual.care@saskcancer.ca
SMA	emr@sma.sk.ca
ISC	ehealthisc@canada.ca
Users other than the HSPs mentioned above	servicedesk@ehealthsask.ca

Record a Video Call

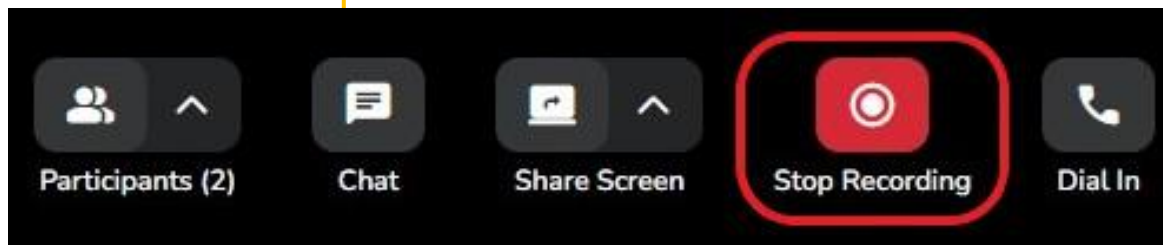
❑ To begin recording, click **Record**.



A message will appear letting you know recording has begun.



❑ To end recording, click **Stop Record**. A message will appear letting you know recording has stopped.

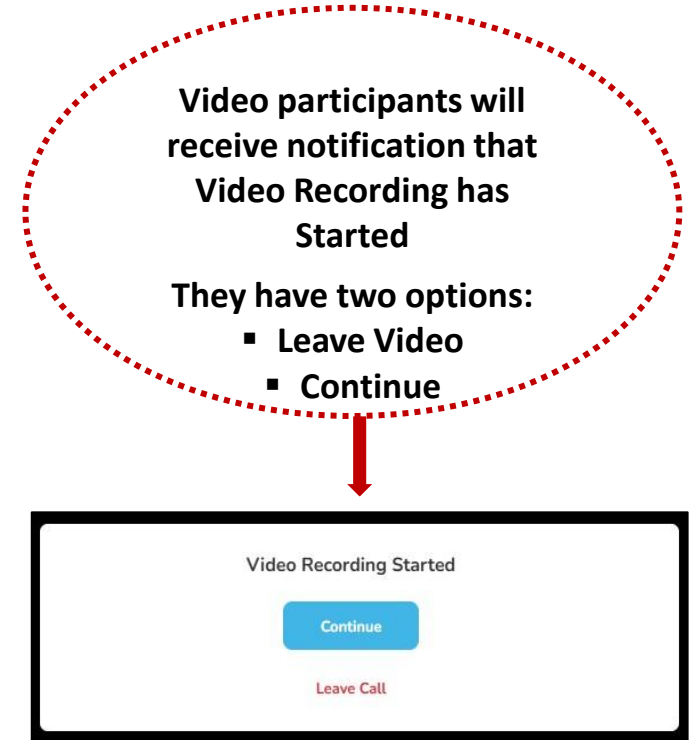


When all participants leave a video meeting or consultation video call, the recording will stop automatically.

Video participants will receive notification that Video Recording has Started

They have two options:

- Leave Video
- Continue



14. Inviting Patients

This feature is for clinics using the **Patient Consultation** method of seeing patients virtually.

When seeing patients via **Video Meetings**, a clinic does not need to invite them to join as a virtual patient, nor do these patients need to create an account.



Patient Self Scheduling

There is a feature in **SK Virtual Visit** that allows for patients to self-schedule appointments based on a calendar that you set.

This feature is turned off for most clinics, and a request must be made if you wish it turned on. Although off, there are some items that you will see in the application that are oriented towards this feature.

For example:

- **Appointment Reasons** – there are default reasons in the system and because patient self-scheduling is turned off, there is less reason to modify these.
- **Notifications for appointments created by patients** - because self-scheduling is turned off, these are not available to change.

Even though self-scheduling is turned off, your patients still need to be invited to join your virtual clinic if you are scheduling them into Patient Consultations.

Inviting Patients

This step is required when you are seeing patients via **patient consultations**.

For patients to have access to your virtual clinic as virtual patients, they must be invited, must create a patient account and accept the invitation you send them. This helps protect your clinic and also ensures your virtual clinic is not overwhelmed with unexpected patients.

☐ Select **Clinic** in the dashboard, then click **Invite Patients**.

The screenshot shows the Saskatchewan Health Services dashboard. On the left, a green sidebar contains navigation icons for 'Clinic', 'Meet Now', and 'Schedule'. The 'Clinic' icon is circled in red. The main content area shows the user 'Ev Admin, Office Administrator, SKVV Test Clinic'. Below the user info, there is a 'Select Clinic' dropdown menu with 'SKVV Test Clinic' selected. A red circle highlights the 'Invite Patients' button. To the right, the 'Invite Patients' section is titled 'Send an Invitation' and includes a text box explaining the process. Below this, a 'Provider' dropdown menu is shown with 'Gellar, Ross' selected, highlighted by a red circle and a red arrow pointing to a callout box.

Clinic admins can invite patients on behalf of healthcare providers following the same steps outlined on the next pages.

They must select the physician from a drop-down menu that will be visible to them.

There are 3 ways to invite patients, each covered on the following pages:

1. Inviting one patient or a small batch
2. Inviting via an Invite Code
3. Importing a .CSV file

1. Inviting one Patient or a Small Batch

- ❑ Type in the patient's first and last name, and either their email address and/or mobile number (if known)
- ❑ If you have more than one patient to add during this time, click **Invite Another Patient** and repeat the above step.
- ❑ Click **Invite Patient(s)**

Send an Invitation

Inviting a patient will also generate an invite code that you can give to a specific patient. You can view this code by going to "Patients" and viewing your pending invite list.

Provider
Doctor, ETest

First Name * Man Last Name * Patient Email Mobile Number

+ Invite Another Patient

You will invite **1 patient** to join your clinic.
If you enter a email or mobile number for a patient they will receive a message with a link to accept the invite. Otherwise, you must provide them with the invite code directly.

Invite Patient(s)

- ❑ Check you have selected the correct healthcare provider and clinic, then click **Confirm and Invite**

Send Invites?

Invitations will be sent to these patients to register with

ED ETest Doc HealthBuddy

First Name Man Last Name Patient Email Mobile Number

Confirm and Invite

2. Invite Code (when an email address or mobile number is not available)

- ❑ Follow Method 1
- ❑ Scroll down the page to **Invited Patients**
- ❑ Locate the invited patient; note the **Invite Code** and share this with the patient along with the SK Virtual Visit app information available from the Google Play/Apple Store and/or the web address

Invited Patients

Providers Status

Search first name, last name or email Add Provider Add Status [Grid Icon]

Name	Provider	Date Invited	Date Accepted	Phone Number	Email	Invite Code	Status
Man Patient	ETest Doc	September 27, 2024			[Redacted]	YG2J8Q ←	Pending

3a. Import a CSV File with a Large Group of Patients

- For PC and MAC Users Who Are Using Excel -

- ❑ Scroll down to **Upload File to Invite Multiple Patients**.
- ❑ If you are the clinic admin with more than one healthcare provider, **Select the Care Provider** from the drop-down.
- ❑ Select [Click here to download CSV Template](#).
- ❑ **Leave Row 1 (headings) intact**, and add patient information to the CSV file. If information is unknown, leave the field blank. The phone number should contain no dashes or parenthesis.
- ❑ Save the CSV template to a secure folder, by clicking **Save As**, give it a file name (ensure the extension remains as .CSV), ★ then **Save**.
- ❑ Click **Import CSV**, locate the CSV file you saved and select it. The invitations to your patients will be sent and a pop-up screen will appear stating that your CSV upload sent successfully.

Upload File to Invite Multiple Patients

Upload a CSV using our template. If you are using your own CSV file, make sure the columns are in the same order as our template.

[Click here to download CSV Template](#)

Provider

Doctor, ETest

Import CSV

	A	B	C	D	E	F	G	H	I	J
1	first_name	last_name	email	phone						
2	Dad	Patient	Dad@email.com	3065511234						
3	Mom	Patient	Mom@email.com							
4	John	Patient	John@email.com							
5	Jane	Patient	Jane@email.com							
6	Aunt	Patient		3065515555						
7	Uncle	Patient		3065551111						
8										
9										
10										

File name: Ev Doctor1 patient-invite-June09-2022

Save as type: CSV (Comma delimited)

Tools Save Cancel

Note: Previously invited patients will not receive an additional invitation

3b. Import a CSV File with a Large Group of Patients

- For MAC Users Without Excel Installed -

- ❑ Scroll down to **Upload File to Invite Multiple Patients**.
- ❑ If you are the clinic admin with more than one healthcare provider, **Select the Care Provider** from the drop-down.
- ❑ Select [Click here to download CSV Template](#).
- ❑ Go to your **Downloads** folder and select the CSV template and **Save**. **Leave Row 1 (headings) intact**, and add patient information to the CSV file. If information is unknown, leave the field blank. The phone number should contain no dashes or parenthesis.
- ❑ Click **Export To**, choose **CSV**, then **Next**. **DO NOT click 'Include Table Names'**.
- ❑ Give it a file name and choose the location to save it.
- ❑ Click **Import CSV**, locate the CSV file you saved and select it. The invitations to your patients will be sent and a pop-up screen will appear stating success.

Upload File to Invite Multiple Patients

Upload a CSV using our template. If you are using your own CSV file, make sure the columns are in the same order as our template.

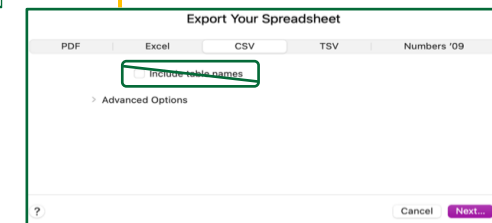
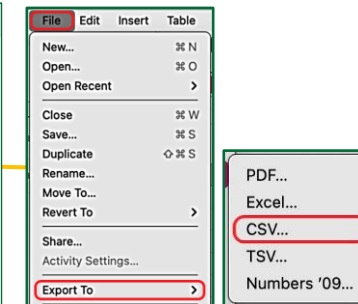
[Click here to download CSV Template](#)

Provider

Doctor, ETest

Import CSV


	first_name	last_name	email	phone
1	firstName1	lastName1	email1@email.com	
2	firstName2	lastName2	email2@email.com	
3	firstName3	lastName3	email3@email.com	
4	firstName4	lastName4	email4@email.com	
5	firstName5	lastName5	email5@email.com	



Note: Previously invited patients will not receive an additional invitation

Invited Patients

This is a list of patients who have been invited to your virtual clinic:

- ❑ Patient's name, phone number and email (if known at time of sending the invitation).
- ❑ The healthcare provider the patients were invited under.
- ❑ The date that the invitation was sent, as well as the date the invitation was accepted by them. Note: accepted invites do not immediately disappear from this list but remain for approximately 72 hours*.
- ❑ The **Invite Code**, which can be shared with patient(s) and they use to join your virtual clinic (when their email address or cell # are unknown).
- ❑ If this information remains under this section for an extended time, it means that the patient has not created their account and joined your virtual clinic. The invitation either must be **Resent** or **Removed & Resent** (as it may have the wrong details). 

Invited Patients							
Search first name, last name or email		Providers		Status			
Add Provider		Add Status					
Name	Provider	Date Invited	Date Accepted	Phone Number	Email	Invite Code	Status
Baby Girl Patient	ETest Doctor	July 25, 2023				B4QFHM	Pending
Baby Boy Patient	ETest Doctor	July 25, 2023				8TY7QT	Pending
Aaron emailtest	Dr. Nagy	June 21, 2023				CVXX84	Error Sending

Status:

Accepted – patient has created their account and joined your virtual clinic*

Pending – still waiting for patient to join your clinic and create their account

Error Sending – the email did not reach the patient (i.e. misspelt email address)

Expired – the invitation time has expired

15. Searching for Patients

(Patients will only appear after you have invited them to join your virtual clinic, they have accepted your invitation and created their **SK Virtual Visit** account)



Patient Search

- ❑ Select **Clinic** in the dashboard, then click **Patients**.
- ❑ Either:
 - Enter the patient's first name, last name or health card number, **OR**
 - Select the correct healthcare provider from the drop-down list. Check **Show all patients** if you wish to see all patients who are actively part of your virtual clinic, as well as those who have been removed from your virtual clinic. If you do not check this box, you will only see all patients who are active patients of the provider you selected.
- ❑ Click **Search**.
- ❑ Select your patient from the list that appears.

If your patient's name does not appear after searching for them, they have either not yet accepted the invitation to join your clinic, or they still need to be invited by you.

Saskatchewan
E Admin
Admin Support / Delegate
HealthBuddy

Clinic

Meet Now

Schedule

Invite Patients

Schedule Appointment

Home

Patients

Search for a Patient

Patient Name, ID or Health Card Number Provider (optional)

Demo Providers Show all patients

Search Reset Search

Search Results


Name ▲	Birthdate	Last Consultation Date	Consultation Status	Upcoming Appointments	Provider Association
Demo1 Patient	Jan 1, 2000	Apr 15th, 2024	Archived	0	Yes
Demo2 Patient	Jan 1, 2000	Apr 4th, 2024	Archived	0	Yes
Demo3 Patient	Jan 1, 2000	--	--	0	Yes

Patient Information Screen

Demo2 Patient

Select Physician
Doctor, ETest

Patient ID: 6820 Health Card Number: No Health Card Info [New Consultation](#)

 [Remove Patient](#)

Contact Information
emarshall+demo2@lumeca.com

Age and Gender
Born on January 1, 2000
24 years old
Female

Location
No Address Info

Providers
ETest Doctor

Upcoming Appointments
No upcoming appointments.

You will see the following:

- Patient Information
- Provider's name
- Upcoming Appointments
- Consultations Requiring Follow-Up
- Past Medical/Surgical History*
- Allergies*
- Prescription History*
- Past Consultations

*info must be manually entered

Here you may:

- Verify the patient is associated with your clinic
- View information patient entered when they created their profile
- Schedule a **New Consultation**
- **Remove Patient** or
- If removed, **Add Patient to Clinic**

[Remove Patient](#)

[Patient Removed](#)
[Add Patient to Clinic](#)

16. Scheduling and Canceling Patient Consultations

Clinic admins can schedule video meetings and patient consultations on behalf of the healthcare providers within their virtual clinic.



Schedule a Patient Consultation - Step 1

There are four places within the platform from where a patient consultation can be scheduled.

In this section, we will cover doing so from the **Schedule** tab. ★

★ 1. The **Schedule** tab >

- Select **Schedule Appointment > Schedule Consultation**

Screenshot of the Schedule tab in the HealthBuddy app. The 'Schedule' icon in the bottom navigation bar is circled in red. The 'Schedule Appointment' button in the main menu is also circled in red. A red arrow points from the 'Schedule Appointment' button to the 'Schedule Consultation' button at the bottom of the consultation details panel.

2. The **Clinic** tab >

- Select **Schedule Appointment > Schedule Consultation**

Screenshot of the Clinic tab in the HealthBuddy app. The 'Clinic' icon in the bottom navigation bar is circled in red. The 'Schedule Appointment' button in the main menu is circled in red. A red arrow points from the 'Schedule Appointment' button to the 'Schedule Consultation' button at the bottom of the consultation details panel.

3. The **Patients** tab >

- Search for the patient > click their name > tap **New Consultation > Schedule Appointment**

Screenshot of the Patients tab in the HealthBuddy app. The 'New Consultation' button is circled in red. A red arrow points from the 'New Consultation' button to the 'Schedule Appointment' button in the bottom panel.

4. While in an active patient consultation >

- Tap **New Consultation > Schedule Appointment**

Screenshot of an active patient consultation screen in the HealthBuddy app. The 'New Consultation' button in the top right corner is circled in red. A red arrow points from the 'New Consultation' button to the 'Schedule Appointment' button in the bottom panel.

Schedule a Patient Consultation - Step 2

- ❑ Type in the patient's health card number or first / last name (a list will start to appear)

- ❑ Choose the patient, then click **Select Patient**

The screenshot shows a mobile application interface for selecting a patient. At the top left is a blue back arrow and the text '< Back'. The title is 'Select Patient'. Below the title is the instruction 'Search for and select a patient to schedule an appointment for them.' A search prompt reads 'Search by first name, last name, or health card number.' Below this is a search input field containing the text 'demo'. A list of three patient entries follows: 'Demo1 Patient DOB: (January 1, 2000)', 'Demo2 Patient DOB: (January 1, 2000)', and 'Demo3 Patient DOB: (January 1, 2000)'. The first entry is highlighted with a black border. At the bottom right of the list is the text '1 to 3 of 3 Patients'. At the bottom center are two buttons: a blue 'Select Patient' button and a blue 'Cancel' button.

Schedule a Patient Consultation - Step 3

Schedule Appointment
for Demo2 Patient

Select Provider
Doctor1, Test

+ Invite Another Provider

Type of Care
Virtual

Select Appointment Reason
Prescription Refill

Schedule Appointment
for Demo Patient

Provider:
Select or start typing...

Test Doctor1 (host)
Test Doctor2

Type of Care
Virtual

Select Appointment Reason
Prescription Refill

Next
Cancel

- ❑ Clinic admins must select the healthcare provider's name from the **Select Provider** drop-down menu.
- ❑ Choose **Type of Care** (virtual or in-person) and **Appointment Reason** from the drop-down menus.
- ❑ If additional providers from the same virtual clinic are being invited to the patient consultation, click **+ Invite Another Provider**.
- ❑ Add their name from the **Provider** drop-down menu. If someone is added by mistake, click the red 'X' beside their name, to remove them from the list.
- ❑ Once complete, click **Next**

Schedule a Patient Consultation - Step 4

Schedule Appointment

CST (-06:00)
Current timezone

Date: Thursday, October 03, 2024

Length: 10 mins (2:10 PM)

'**Date**' - Enter the date of the meeting or, if scheduling recurring meetings, the first meeting date.

'**Length**' - the length of the meeting (this is approximate; the appointment will not automatically end if it extends past this time).

Date: Thursday, October 03, 2024

Length: 10 mins (2:10 PM)

Specific Time See Availability

Start Time: 2:00 PM

When scheduling a single provider and their schedule **IS NOT** entered:

- Select **Specific Time**
- Under **Start Time** select the time of day the appointment(s) will start

Date: Thursday, October 03, 2024

Length: 10 mins

Specific Time **See Availability**

October 03, 2024	2:30 pm - 2:40 pm
October 03, 2024	2:35 pm - 2:45 pm
October 03, 2024	2:40 pm - 2:50 pm
October 03, 2024	2:45 pm - 2:55 pm

When scheduling a single provider and their schedule **IS** entered:

- Select **See Availability**
- Select an available time from the list

Date: Thursday, October 03, 2024

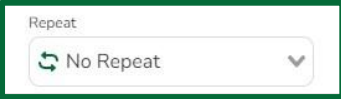
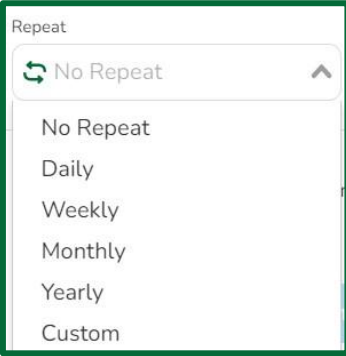



Length: 10 mins (3:10 PM)

Start Time: 3:00 PM

When scheduling multiple providers from the same virtual clinic to join a consultation, the **See Availability** and **Specific Time** buttons will not appear.

- Select a **Start Time**.

Schedule a Patient Consultation - Step 5 - 'Repeat'

<p>If scheduling a <u>one-time</u> consultation, select No Repeat.</p>	
<p>If scheduling <u>recurring</u> consultations, choose the occurrence:</p> <ul style="list-style-type: none">▪ Daily – occurs every day, Monday thru Sunday▪ Weekly – any day of the week, Monday thru Sunday▪ Monthly – any day of the month OR the ordinal of a weekday▪ Yearly – same day every year OR the ordinal of a weekday of a month▪ Custom – every # of days (99 is max), every # weeks, every # of months	
<p>Under End Date, select the date the last consultation is to occur. A note will indicate the appointment(s) being scheduled.</p>	
<p>If scheduled patient consultations overlap with other appointments that a host provider or an invited provider currently has, a notification will appear to the person doing the scheduling (host provider or clinic admin).</p>	
<p>Click Schedule Appointment.</p>	

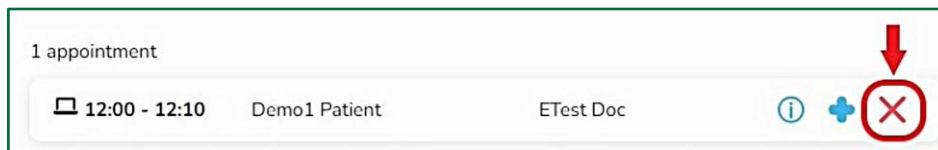
Cancel a Scheduled Patient Consultation

Note: Scheduled appointments cannot be edited; they must be cancelled and rescheduled.

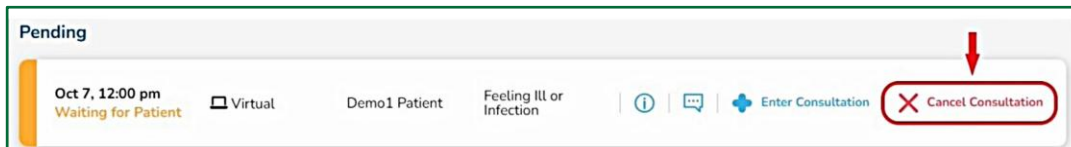
- ❑ Log into your account as the consultation host or clinic admin
- ❑ Go to either **Schedule** or **Consults** in the dashboard. In the **Schedule** tab, you must click on the consultation you want to cancel (in 'Week' or 'Day' view).
- ❑ Select **X – Cancel Consultation**
- ❑ A pop-up will appear asking you to confirm. Confirm the cancellation.

- Done by the host provider or the clinic admin
- Cancels the appointment entirely and removes it from all invited providers' schedules
- All invited providers will receive a notification, based on their 'Notification Settings' (found under 'Account').

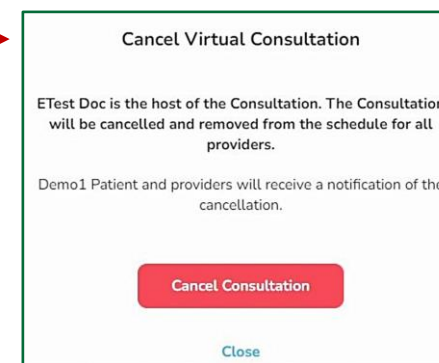
'Schedule' Tab



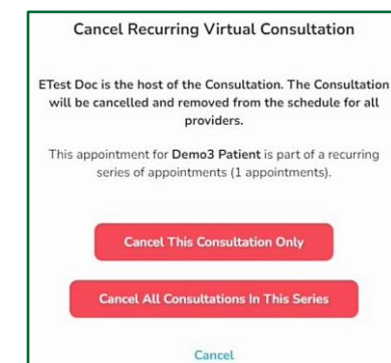
'Consultations' Tab



Confirm 'One-Time' Consultation



Confirm 'Recurring' Consultations



Decline an Invitation to a Scheduled Patient Consultation

- ❑ Log into your account as the invited clinician or the clinic admin
- ❑ Go to either **Schedule** or **Consults** in the dashboard. In the **Schedule** tab, you must click on the consultation you want to decline (in 'Week' or 'Day' view).
- ❑ Select **X – Decline Consultation**.
- ❑ A pop-up will appear asking you to confirm. Confirm the cancellation.

- Done by the invited provider or the clinic admin
- Removes the appointment from this invited provider's schedule only and will not change the appointment or schedules of other invited providers.
- The meeting host and office admin will receive a notification, based on their 'Notification Settings' (found under 'Account').

'Schedule' Tab

1 appointment

12:30 - 12:45
Invited by ETest Doc

Demo2 Patient

ETest Doc
E Nurse Practitioner

Info + Decline Consultation (X)

'Consultations' Tab

Pending

Oct 7, 12:30 pm
Waiting for Patient

Virtual
Invited by ETest Doc

Demo2 Patient
+2 Providers

Feeling Ill or Infection

Info Chat + Enter Consultation Decline Consultation (X)

Confirm 'One-Time' Consultation

Decline Virtual Consultation

This will NOT cancel the appointment.

E Nurse Practitioner was invited to this Consultation by ETest Doc. Removing this Consultation will remove it only from E Nurse Practitioner schedule.

An email will be sent to the host to let them know E Nurse Practitioner has declined this meeting.

Decline Consultation

Close

Confirm 'Recurring' Consultations

Decline Recurring Virtual Consultation

This will NOT cancel the appointment.

E Nurse Practitioner was invited to this Consultation by ETest Doc. Removing this or all Consultations will remove it only from E Nurse Practitioner schedule. There are 1 Consultations in this series.

An email will be sent to the host to let them know E Nurse Practitioner has declined this meeting.

Decline This Consultation Only

Decline All Consultations In This Series

Cancel

Patient Makes an Online Request to Cancel Their Scheduled Consultation

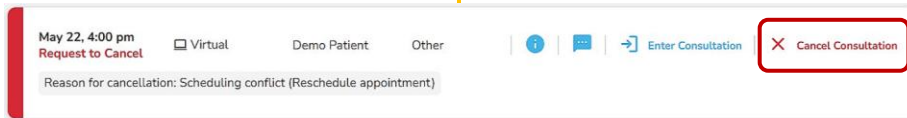
Patients may log into their **SK Virtual Visit** account and make an online request to have their patient consultation cancelled.

Clinic users will find these requests under either...

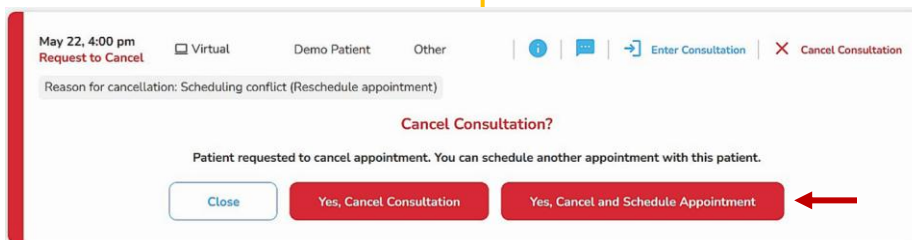
Consults Tab >

'Active and Pending' or 'Requests to Cancel':

- ❑ Locate the scheduled appointment, then click **X Cancel Consultation**.



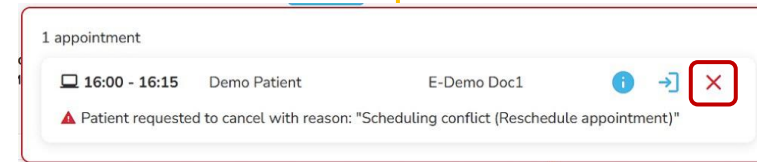
- ❑ Select one of the three available choices:
 - **Close**
 - **Yes, Cancel Consultation** – choosing this option will promptly cancel the appointment.
 - **Yes, Cancel and Schedule Appointment** – by clicking this option, the appointment will be cancelled immediately, and you will be redirected to the 'Schedule Appointment' screen, where you can proceed to reschedule.



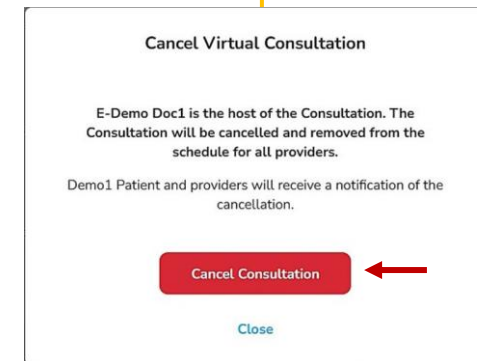
Schedule Tab >

'Week' View

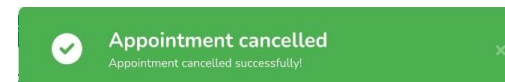
- ❑ Locate the scheduled appointment, tap into it, then click the 'X'.



- ❑ Click **Cancel Consultation** to confirm.



A green notification will pop up, indicating that the appointment has been successfully cancelled.



17. The 'Active & Pending' Screen (scheduled appointments)



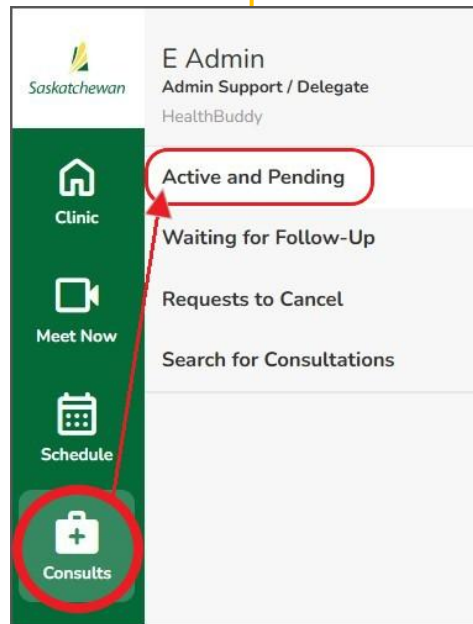
The 'Active & Pending' Screen

Scheduled video meetings and patient consultations can be accessed from two places in the dashboard, either the **Schedule** tab, or here on the **Active & Pending** screen, which is designed to display a provider's schedule in booking sequence

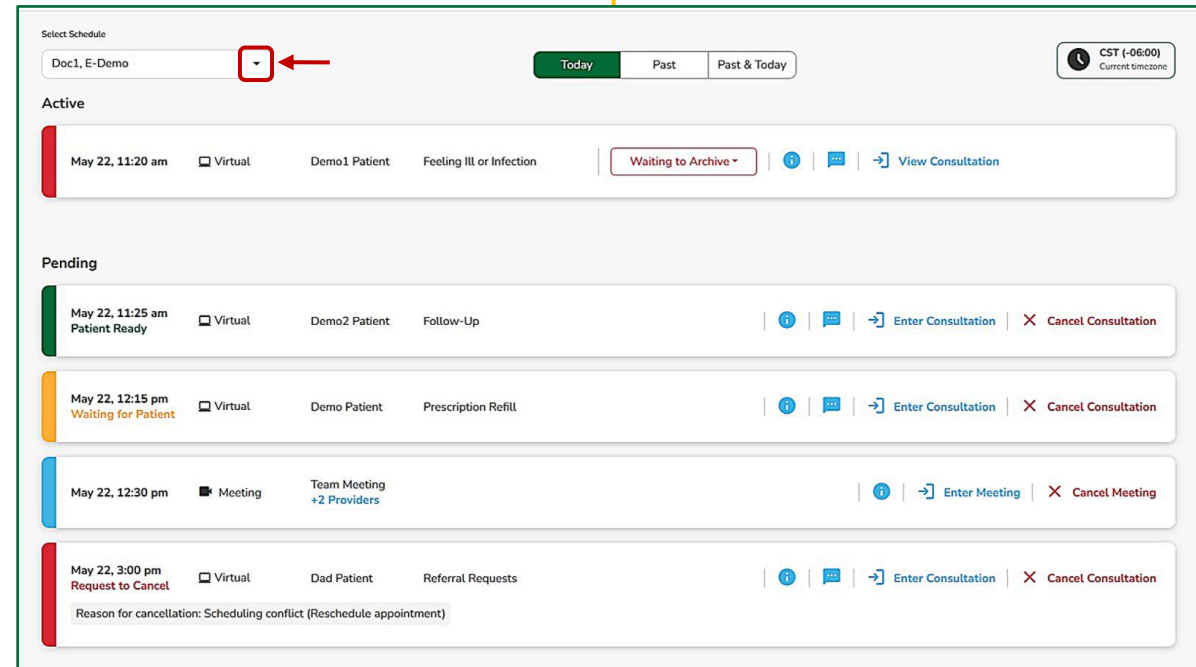
- ❑ If working with more than one clinic/location, choose from the **Select Clinic** drop-down menu.



- ❑ Select **Consults** in the dashboard, then click **Active & Pending**



- ❑ Clinic admins must select the healthcare provider's name from the **Select Schedule** drop-down menu.

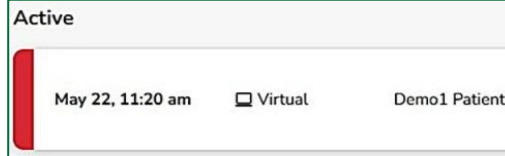


'Active & Pending' Screen Headings & Color Schemes

Active:

Consultations you have entered and started communicating in:

- Completed and 'Archived'
- Active & not yet 'Archived'
- Active where a patient has not arrived or responded to you

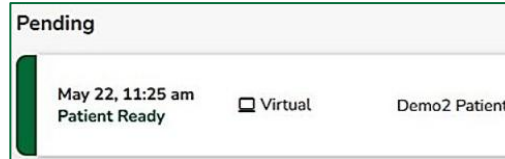


RED – Waiting to Archive - completed 'Archived' consultations. There is a wait of 3 hours that these consults remain open, in the event additions need to be made. Afterwards, they may be found under 'Search for Consultations'. Also seen here are consults entered by the healthcare provider but not yet Archived.

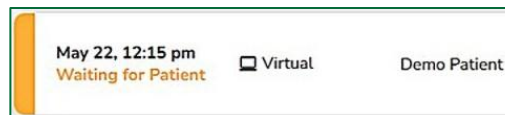
Pending:

Scheduled Consultations and Meetings:

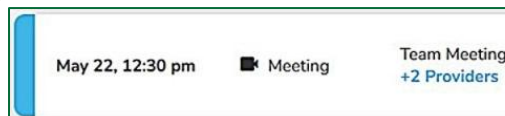
- 'Patient is Ready'
- 'Waiting for Patient'
- Scheduled Video Meeting
- Patient 'Request to Cancel'



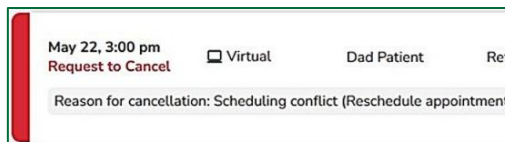
GREEN – Patient Ready - the patient is marked as ready and is available for their appointment



GOLD – Waiting for Patient – the patient has a scheduled consultation


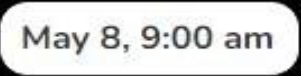

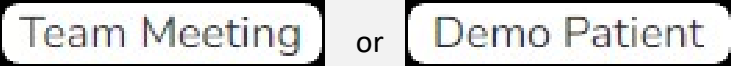
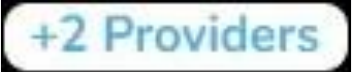
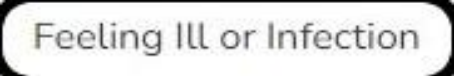




BLUE – scheduled Video Meetings









RED – patient has logged into their account and made a request to cancel the appointment

Active & Pending Screen Features – Page 1

	<p>Past & Today – filter appointments from today, the past or both</p>
	<p>Appointment Date and Time</p>
	<p>Appointment Type (Virtual, In-Person or Video Meeting)</p>
	<p>Name of Meeting or Patient</p>
	<p>Number of providers from the same virtual clinic invited to this appointment. Click this button to see their names. If only one provider is scheduled, this button will not appear.</p>
	<p>Reason for patient consultation</p>
	<p>Shareable Consultation or Meeting Link</p>
	<p>Quick Message – present messages to send to patients (available for consults only)</p>

Active & Pending Screen Features – Page 2

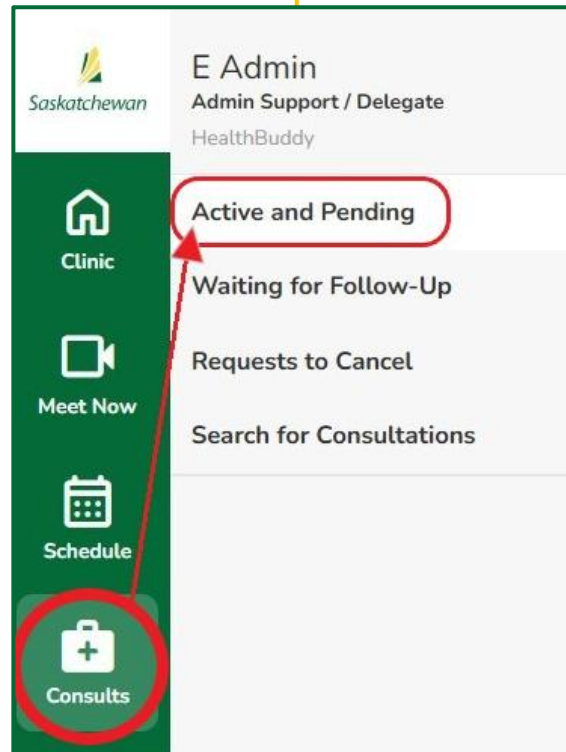
	<p>'View Consultation' under the 'Active' section – consultations the healthcare provider has entered and started, including 'Archived' and those the patient has not yet responded to or entered.</p>
	<p>'Enter Meeting/Consultation' under the 'Pending' section – When you initially enter the patient consultation, the patient will not realize you are there until you click 'Enter Consultation' again at the top of the chat area. This gives you a chance to review the consult info ahead of time, as well as leave the consult and return later, when ready.</p>
 	<p>Cancel – the host provider or their admin can cancel the appointment entirely Decline – the invited provider can decline their invitation to the appointment only</p>
	<p>Patient Request to Cancel (for patient consultations only) - after clicking 'X Cancel Consultation, there are 3 options to choose from – No, Don't Cancel; Yes, Cancel Consultation or Yes, Cancel and Schedule Appointment</p>
	<p>Consultation Status – options include Active, Pending Imaging, Labs, Other, Referred to Specialist, Cancel Consultation, Archive Consultation, Waiting to Archive. This can be changed on this screen or within the consultation itself.</p>

18. Start a Scheduled Patient Consultation or Video Meeting

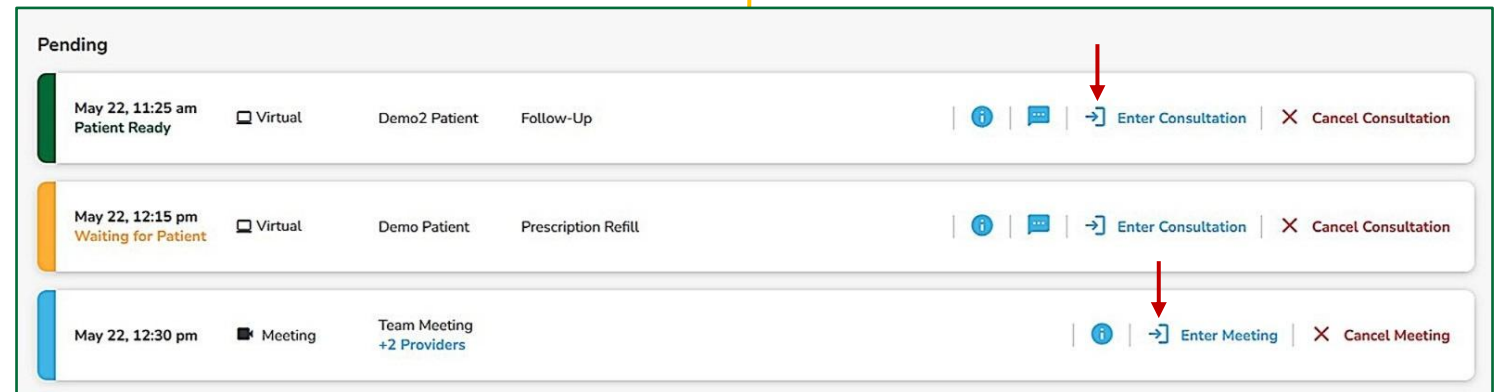


Start a Patient Consultation or Video Meeting

- ❑ Click **Consults** in the dashboard
- ❑ Select **Active & Pending**



- ❑ Click **Enter Consultation** or **Enter Meeting**



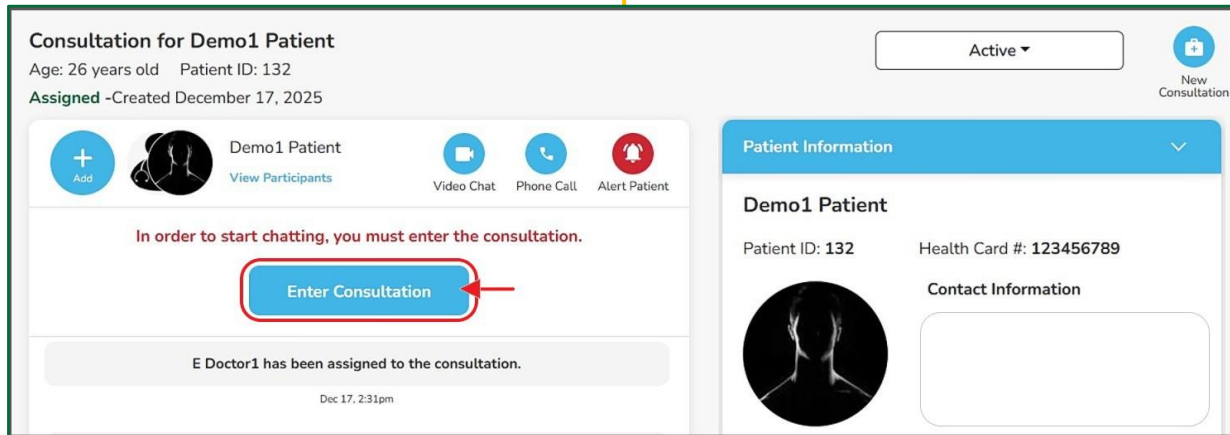
Continue to the next page for information on patient consultations.

Video meetings are covered in Section 12 & 13 above.

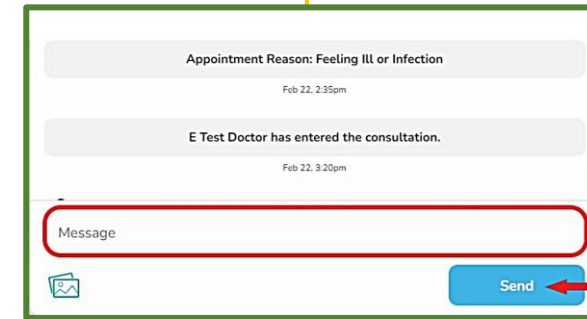
The Patient Consultation – Step 1

When you first enter the consultation, the patient is not yet aware you have arrived. This gives you a chance to review the appointment details. You can leave and re-enter when ready to begin.

- Once you are ready to begin, click the **Enter Consultation** button. The patient will see 'Dr ~~~ has entered the consultation'.



- Send a **Message** to let them know you have arrived.



- Click **Alert Patient** if patients are not responding. Send them a quick message via SMS text or a message within the consultation itself.



The Patient Consultation Video Chat– Step 2

The following options are available:

- **Video Chat** – begin the video portion of the consultation
- **Phone Call** – call the patient within this consultation, if video chat does not work
- **Message** – send a chat message to your patient/participant

☐ Once yourself and the patient are ready to proceed, click **Video Chat**.

The screenshot displays a consultation interface for 'Demo1 Patient'. At the top, it shows 'Consultation ID: 1461' and 'Active'. Below this, there are three icons: 'Add', 'Video Chat', and 'Phone Call'. The 'Video Chat' icon is highlighted with a red box and a red arrow pointing to it from the text above. To the right of these icons is an 'Alert Patient' icon. Below the icons, there are four status messages: 'E Doctor1 has been assigned to the consultation.', 'This consultation is for Demo1 Patient. Health Card: 123456789 | DOB: Jan 01, 2000.', 'Appointment Reason: Feeling Ill or Infection', and 'E Doctor1 has entered the consultation.'. At the bottom left, there is a 'Message' input field and a 'Send' button. On the right side, there is a 'Patient Information' section with a dropdown arrow. It contains fields for 'Patient ID: 132', 'Health Card #: 123456789', 'Contact Information', 'Age and Gender' (Born on January 1, 2000, 26 years old, Male), 'Location' (Box 10, Regina, Saskatchewan, S4S 4P4), and 'Preferred Pharmacy' (No preferred pharmacy set).

'Patient Information' was entered by the patient when they set up their account and can only be changed by the patient.

Start a Video in a Patient Consultation

If prompted by your laptop/desktop for camera and microphone use when entering the video chat, always 'Allow/Enable' your camera and microphone. These are permissions for your browser and this platform.

With 'patient consultations' you can start and end as many video chats during the active consultation as necessary, adding and preventing participants as desired.

You may prevent certain participants from joining a video chat. For example, you may wish to video with another colleague from your clinic first, before having the patient join. End that video, then start a new one with the patient. *

- * To do this:
 - **Check** the **Prevent Other Consultation Participants From Joining** checkbox, then
 - **Uncheck** the name of the participant(s) you do not want in the video chat, and
 - **Check** the name(s) of the participant(s) you want in the video chat.
- Check** the boxes to enable your microphone, camera, and 'Remember your preferences for future meetings' for within the video chat .
- When ready, click **Start Video Chat**.

The screenshot shows a 'Start Video Chat' dialog box. At the top, it says 'Please select who you would like to join the video chat for Demo1 Patient.' There are two sections: 'Patient' and 'Care Team'. Under 'Patient', there is one entry: 'Demo1 Patient' with an unchecked checkbox. Under 'Care Team', there are two entries: 'E-Demo Doc1' with a 'PRIMARY' tag and a checked checkbox, and 'E Nurse' with a checked checkbox. Below these are three checkboxes: 'Prevent Other Consultation Participants From Joining' (checked), 'Enable microphone when the meeting starts' (checked), and 'Enable camera when the meeting starts' (checked). At the bottom, there is a 'Remember my preferences for future meetings' checkbox (checked). At the very bottom are two buttons: 'Start Video Chat' and 'Cancel'. A red arrow points to the 'Start Video Chat' button.

End a Video in a Patient Consultation

With patient consultations, you can start and end as many videos as desired during an active consultation.

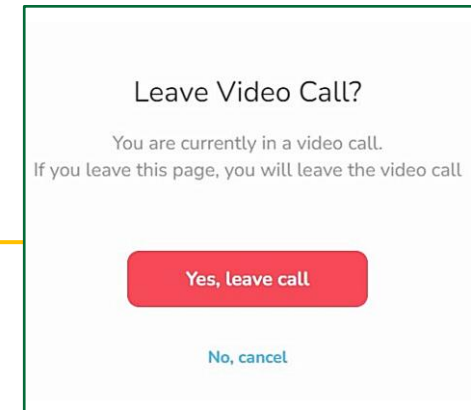
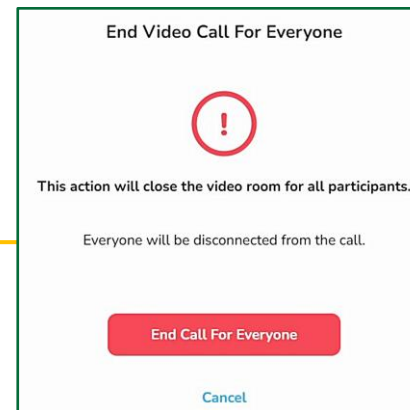
At the bottom-right corner of the screen, click the red **Leave Call** button.

The host and members of their clinic care team who are present, will see two options:

- **'End Call for All'**- will immediately end the video for the host and all other participants of the video chat. Important: if any of the host's care team members are present and click this button, they will also end the video for everyone.
- **'Leave Call'** - available to all participants in the video, the host, patient and others. Important: if the host or one of the clinic care team remain in the video chat, it will remain open. All others may **leave and return** if it is still active.
- If only the host and patient are in the call, when the host clicks either **End Call for All** or **Leave Call**, the video chat will end for them both.

Confirm your selection:

- **'End Call for Everyone'** – the video room will close for everyone.
- **'Yes, leave call'** – individuals can leave and rejoin the video if needed.



Archive Completed Consultations - Important

The screenshot displays a consultation interface for 'Demo1 Patient'. At the top, it shows 'Consultation ID: 1573' and 'Active' status. The patient's details include 'Age: 26 years old' and 'Patient ID: 132'. A message log shows 'E Nurse has been assigned to the consultation.' and 'E-Demo Doc1 started a video call.' A dropdown menu is open over the 'Active' status, listing options: 'Active', 'Pending Imaging', 'Pending Labs', 'Referred to Specialist', 'Pending Other', 'Cancel Consultation', and 'Archive Consultation'. Red arrows point to the 'Active' dropdown and the 'Archive Consultation' option.

☐ When the consultation is complete, click the **Active** drop-down and choose **Archive Consultation**.

- Once **Archived**, consultations remain on the **Active & Pending** screen for approximately 3 hours (in the event further action is needed by either the healthcare provider, the clinic admin or the patient). After that time, locate them under **Consultations > Search for Consultations**.
- **Note:** unarchived consultations remain Active to both the clinic and patient and can create backlog and confusion.

19. Search for Past Sessions



Past 'Patient Consultations'

Saskatchewan

E Admin
Admin Support / Delegate
HealthBuddy

Clinic

Active and Pending

Waiting for Follow-Up

Requests to Cancel

Meet Now

Schedule

Consults

Search for Consultations

Search for Consultations

Consult ID Patient Name or ID Province Add Province Consultation Status Add Status Care Team Members E Nurse Date Range Add Date

Search Reset

Search Results

ID	Name	Assigned To	Patient ID	Created	Updated At	Status
1573	Demo Patient SK	E-Demo Doc1 E Nurse	132	2026-05-25 01:04	2026-05-25 02:57	Active

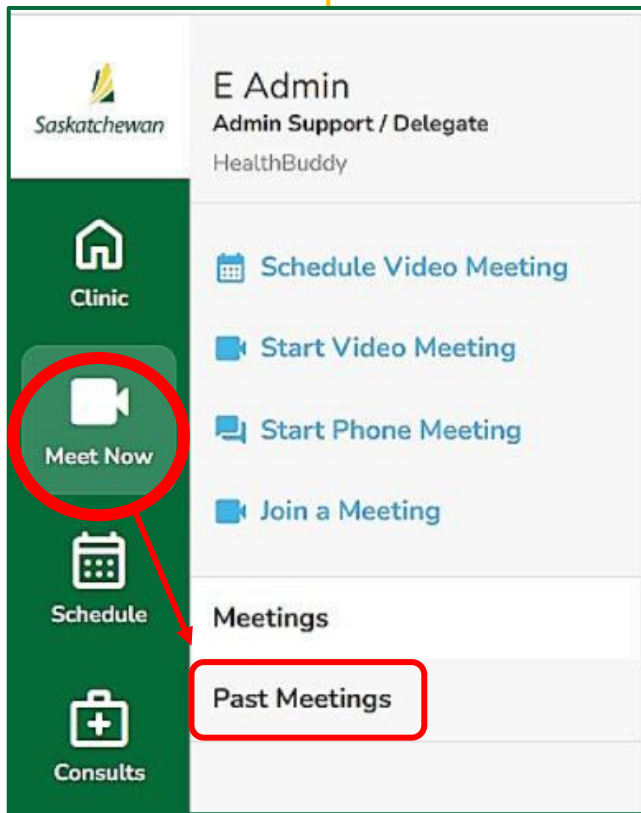
- ❑ Select **Consults** in the dashboard, then click **Search for Consultations**
- ❑ Enter applicable search criteria
- ❑ Select **Search**

Selection criteria includes any (or all) of the following:

- Consult ID
- Patient First Name, Last Name, or SK Health Number
 - Province
- Consultation Status
- Care Team Members
 - Date Range

Past 'Video Meetings'

- ❑ Click **Meet Now** in the dashboard, then select **Past Meetings**.



- The most recent meetings will be listed, or
- ❑ Use the search criteria to find a specific meeting

The screenshot shows the 'Past Meetings' interface. At the top, there are search filters: 'Participant Name' (text input), 'Date Range' (calendar icon), 'Care Team Member' (dropdown menu with 'E-Demo Doctor' selected), and 'Type' (dropdown menu with 'Video' selected). Below these are 'Search' and 'Reset Search' buttons. A red arrow points to the 'Search' button. To the right of the search filters is a pagination control with 'First', 'Previous', '1', '2', '3', '4', '5', 'Next', and 'Last' buttons. Below the search filters is a table of meeting results:

Meeting ID	Type	Participants	Date	
15357636896	Video	E-Demo Doc	Oct 13, 2025 - 10:34 am	Download Transcript
77044665163	Video	E-Demo Doc	Oct 09, 2025	
67616785874	Video	Lorelie, Lorelie - Lumeca Health, Manu, E-Demo Doc	Oct 09, 2025	

Each row in the table has a 'Save Note' button below it. A red dotted oval highlights the search criteria and the list of results.

Selection criteria includes any (or all) of the following:

- Participant First Name or Last Name
 - Date Range
- Care Team Member (if Office Admin or Hybrid are searching)
- Type of Meeting (Video or Phone)

Finding Recordings of Video Meetings / Consultations

Video Meetings

Past Video Meetings can be found under:

- Meet Now > Past Meetings
- Select the meeting from the list or search for it.
- If recorded, a video recording will be available to view after approximately an hour.

Past Meetings

Participant Name: Date Range: Care Team Member: Type:

First Previous 1 2 3 4 5 6 7 8 9

Meeting ID	Type	Participants	Date
17253796072	Video	E-Demo Doc1, Patient	Apr 15, 2026 - 09:01 am

Recorded
Download Transcript
Recording 1
Recording 2

Patient Consultations

Depending on whether they have been Archived or not, Past Consultations can be found under either:

- Consultations > Active & Pending
- Consultations > Search for Consultations
- Open the applicable Patient Consultation
- If recorded, a video recording can be found within the consultation under **View Recordings**

Consultation for Demo1 Patient
Age: 26 years old Patient ID: 132
Completed - Created February 1, 2024

View Participants

Want to follow-up with this patient?

Feb 1, 12:43pm
Video call (00:29)

Feb 1, 12:43pm
This consultation will be archived in 3 hours.

Feb 1, 1:03pm
This consultation has been marked as Active.

Feb 1, 3:02pm
This consultation will be archived in 3 hours.

Feb 1, 3:02pm
Consultation was archived by E Test Doctor.

Feb 1, 6:10pm

Patient Information
Demo1 Patient
Patient ID: 132 Health Card #: 123456789
Contact Information
emarsshall+demo1@lumeca.com
Mobile Phone: (306) 505-5555
Home Phone:
Age and Gender
Born on January 1, 2000
26 years old
Male
Location
Box 00, Regina, Saskatchewan,
S4S 4P4
Preferred Pharmacy
Pharmasave #408 Phone: (306) 435-3345
630 Main Street Fax: (306) 435-4022
Moosomin, SK
Video Recordings

20. Contact Us for Support



PHONE:

1-306-988-2578, ext 1



EMAIL:

virtualvisit@ehealthsask.ca



WEBSITE:

<https://skvirtualvisit.zendesk.com>