

## One-to-one virtual appointments on Microsoft Teams

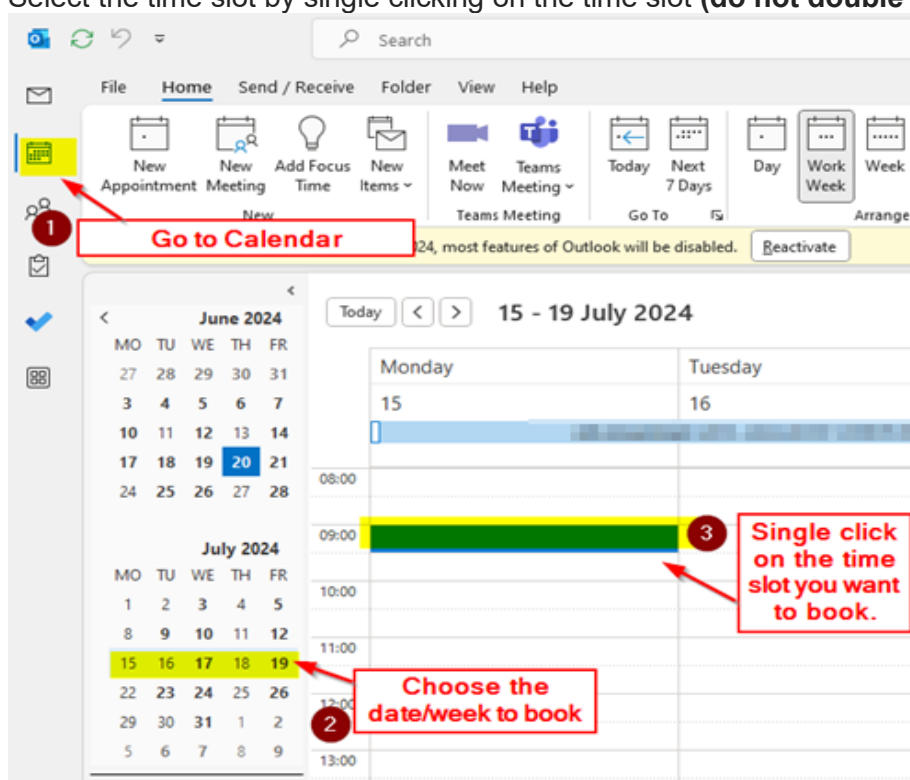
One-to-one virtual appointments are scheduled from desktop Outlook.


### Why is it advisable to book one-to-one virtual appointments through desktop Outlook?

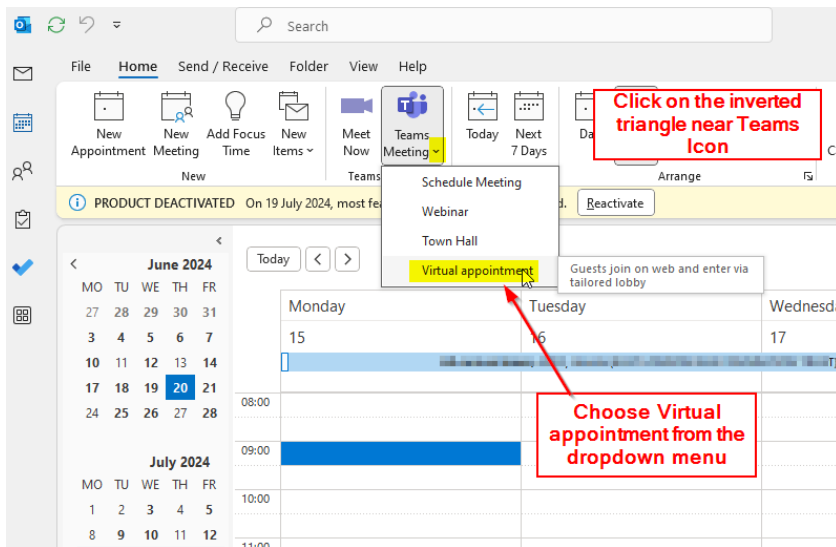
One-to-one virtual appointments when booked through the desktop application (as described in the guide) sends out a well-tailored invite. This allows the patient to join the meeting as a guest (using a web browser) and enter via a tailored lobby.

### Scheduling one-to-one virtual appointments through Outlook on a desktop PC/laptop:

1. Open your calendar on the Outlook application.
2. Navigate to the date for the appointment using the calendar options on top left-hand side.
3. Select the time slot by single clicking on the time slot (**do not double click**).

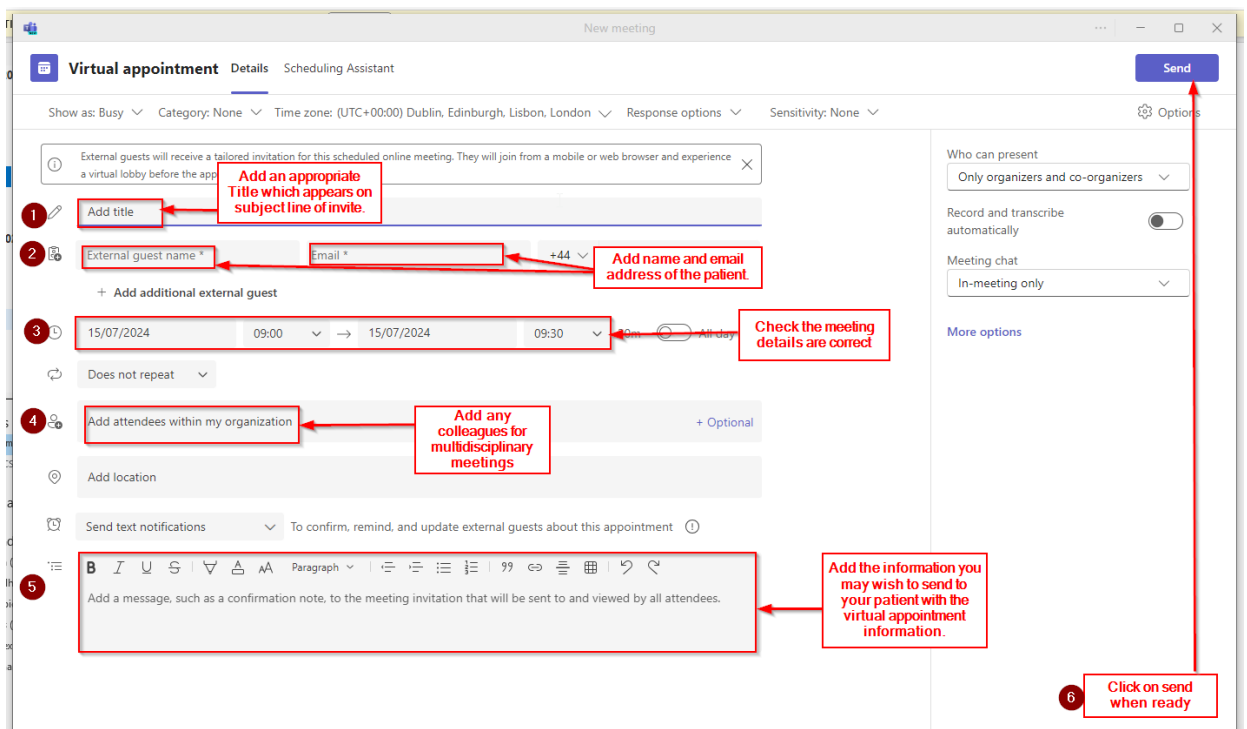


4. While the slot is selected, click on the downward arrow beside the MS Teams icon  and choose virtual appointment in the dropdown menu.



5. The virtual appointment invite opens as follows:

Please add relevant details into the invite and click send when complete. Any instructions regarding the appointment can be added in the description box. This may include any disclaimers (an example is provided at the end of this guide. Please draft what is appropriate for your service.)



**The following is an example disclaimer which a service can review and add to the description box.**

## **DISCLAIMER**

We are unable to respond to individual service user emails.

Please note that insert service name) is not an emergency or crisis service. If you urgently need medical help or advice but it is not a life-threatening situation, call 111.

If you or anyone else is in immediate danger or harm, call 999. Alternatively, you can call the Samaritans 24 hours a day, 7 days a week on 116 123 for emotional support.