# Solo with Teams App Quick Reference Guide for Practitioners

Introduction

The Solo with Teams App enables a user of the Solo platform to work within Microsoft Teams. As a practitioner you can view, share, and start your telehealth services and sessions from Microsoft Teams.
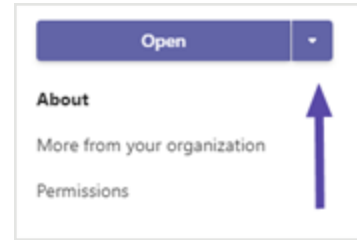
Getting Started

1. Log into your Teams application.
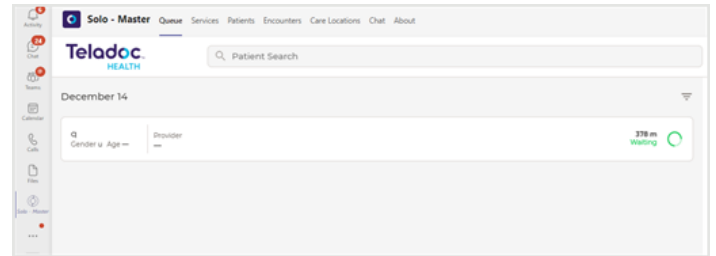2. Click on the **Apps** icon and select Solo rom the **Apps** screen.
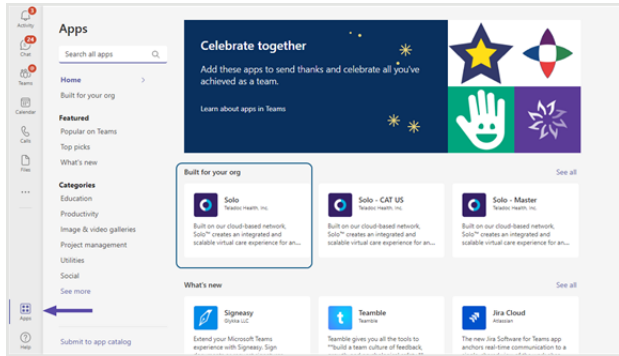
3. Select **Open**. The App must be enabled. If not, contact your administrator.


Navigation

Open the Solo with Teams App.

| Element	Description
1	**Queue tab**: The Queue tab contains all the appointments scheduled within a 24 hour period.
2	**Services tab:** The Services tab contains the Services available for your practice.
3	**Patient tab:** The Patient tab contains the Solo functionality a practitioner requires to manage a patient's information, schedule, surveys, and more.
4	**Encounters tab:** The Encounters tab contains the functionality to manage, edit, and create your virtual encounters.

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Element	Description
5	**Care Locations tab:** The Care Location tab contains all the devices, or Care Locations, your administrator has added to your account.
6	**Chat tab:** The Chat tab contains help information. Select to view a tour or help.
7	**About tab:** The About tab contains information about your Solo application within Teams.
8	**Patient Search.** A patient search bar allows users to search for their patients using a drop down menu, or an Advanced search.
9	**Help:** A question mark represents help. Click on it to navigate to the Teladoc Health online help site.
10	**Role selection**: A pull down menu is provided for you to alternate between roles.
11	**User icon:** A drop down provides the functionality for you to create a profile, set practice settings, navigate to the dashboard, pre-call diagnostics, or obtain support.
12	**Filter icon:** The Filter icon enables a filter to search for patients and other information using a variety of properties.
13	**Main interface:** In this example the Queue tab is selected and an encounters bar is shown.

1. Click on the **Add Patient +** button to add a new patient. Then, enter your patient's information, including their **Preferred Language** and **MRN**.
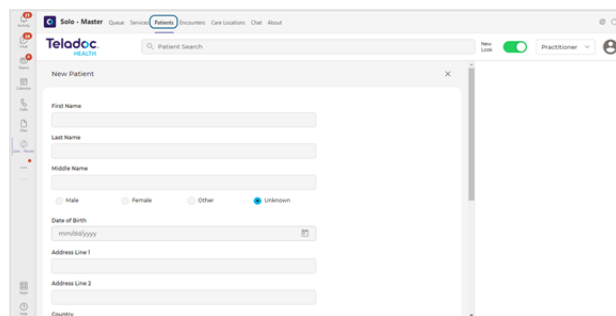
2. Select the patient's name from the Patient panel. Then, click on the pencil edit icon to edit their information.
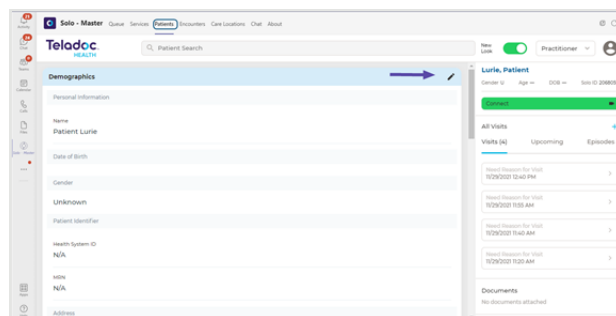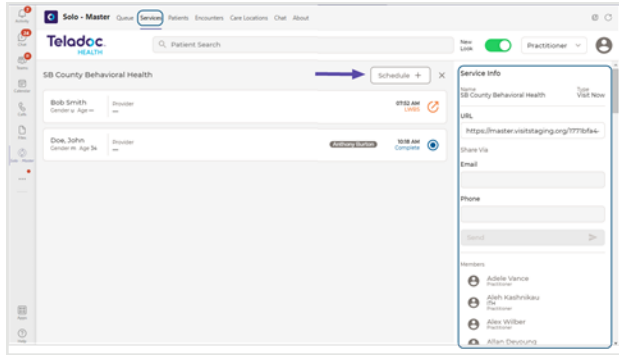

Manage Patients

Manage your patient using the **Patient** tab. Search for a patient, add a patient, edit demographic information and more.

Schedule

Schedule a session using the **Services** tab or **Patients** tab

1. Select the **Services** tab to schedule a session.
2. Select the **Schedule +** button.

3. In the **New Visit** Patient dialog, enter your patient's information.

4. Schedule the time and date using the drop down calendars.
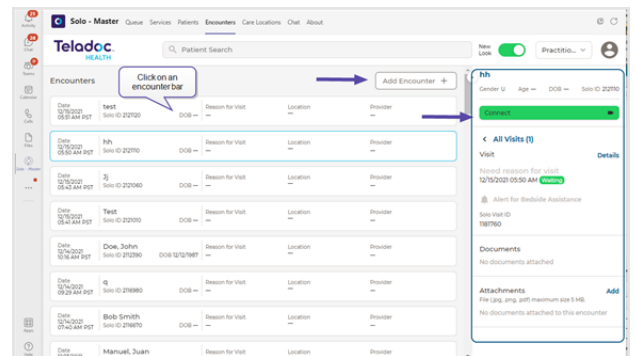
Queue

Select the **Queue** tab to begin a session with a patient who has been scheduled within the last 24 hours, or select or add an encounter.
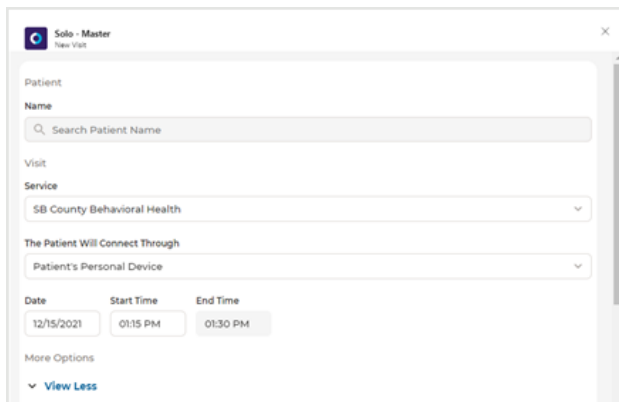
Manage Encounters

Use the **Encounter** tab to select a session, add an encounter, and more.

1. Select an **Encounter** bar to display encounter information about your patient in the right Patient panel.
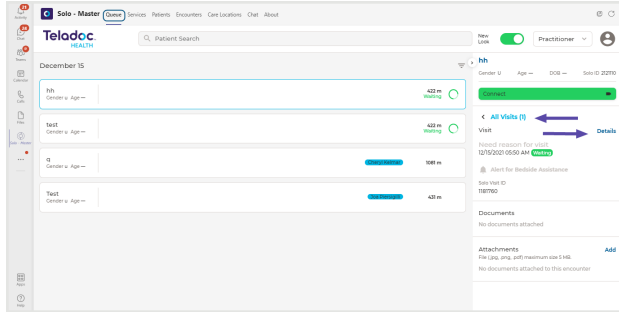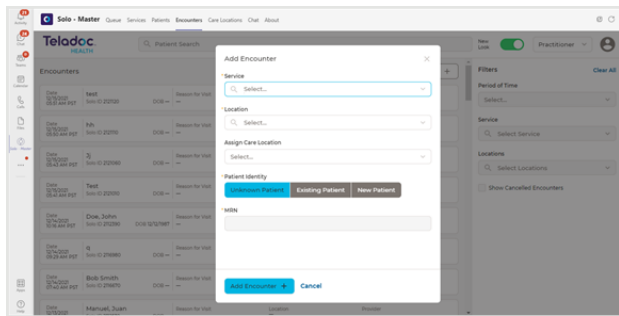

2. Select **All Visits** to view **Visits**, **Upcoming** visits, and **Episodes** by clicking on the terms from the right Patient Panel.

3. Add an encounter by selecting the **Add Encounter +**. Enter your **Service**, **Location**, and **Care Location.**

6. Your patient will be prompted to check-in.

7. When ready to begin your session, select the green **Connect** button from the right Patient panel.

4. Select **Details** from the right Patient panel after selecting your encounter.

5. From the **Appointment Details** dialog, share the **URL for the recipient** with your patient.

Pin Apps in Teams

Click on Solo from the left Teams toolbar to pin it. You can also drag the Solo App to rearrange its location on the toolbar. If it is already pinned, your Teams administrator may have already set it up.

For the U.S., contact Teladoc Health 24/7 Live Support at (877) 484-9119.