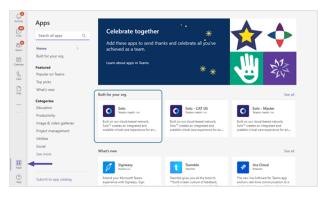
# Introduction

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.

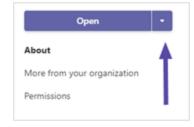
# **Getting Started**

- 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.

Activity	Solo - Master Queue Services Patients Encounters Care Locations Chat About	
80 10 10 10 10 10 10 10 10 10 10 10 10 10	Telodoc. HEALTH Q. Patient Search	
hann Calmair	December 14	$\overline{\nabla}$
S.	q Depuder Cender u Age — — —	Waiting
C.		
Cala - Manaar •		

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

© Teladoc Health, Inc. All rights reserved.

Element	Description
5	<b>Care Locations tab:</b> The Care Location tab contains all the devices, or Care Locations, your administrator has added to your account.
6	<b>Chat tab:</b> The Chat tab contains help information. Select to view a tour or help.
7	<b>About tab:</b> The About tab contains inform- ation about your Solo application within Teams.
8	<b>Patient Search.</b> A patient search bar allows users to search for their patients using a drop down menu, or an Advanced search.
9	<b>Help:</b> A question mark represents help. Click on it to navigate to the Teladoc Health online help site.
10	<b>Role selection</b> : A pull down menu is provided for you to alternate between roles.
n	<b>User icon:</b> A drop down provides the func- tionality for you to create a profile, set prac- tice settings, navigate to the dashboard, pre-call diagnostics, or obtain support.
12	<b>Filter icon:</b> 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.

# Manage Patients

Manage your patient using the **Patient** tab. Search for a patient, add a patient, edit demographic information and more.  Click on the Add Patient + button to add a new patient. Then, enter your patient's information, including their Preferred Language and MRN.

Solo - Master		-				
Teladoc	Q, Pat	ient Search			New	Practitioner
New Patient					×	
First Name						
Last Name						
Middle Name						
<ul> <li>Male</li> </ul>	Fernale	Other	<ul> <li>Unknown</li> </ul>			
Date of Birth						
mm/ddlyyyy			1	1		
Address Line 1						
Address Line 2						

2. Select the patient's name from the Patient panel. Then, click on the pencil edit icon to edit their information.

P	Solo - Master Queue Services Patients Encounters Care Locations Chat About	8 C
•	Telodoc.	New 💽 Practitioner 🗸 🔒
8	Demographics	Lurie, Patient
1	Personal Information	Connect
2	Nerre Patient Lurie	All Visits Vielts (4) Upcoming Episodes
-	Date of Birth	
	Gender	Nied Resson for Visit
	Unknown	Need Ileason for Visit W29/2021 11:55 AM
	Patient identifier	Need Reason for Visit Work2021 Tkip Ant
	Health System ID N/A	Need Inscor for Visit
1	sila N/A	Documents
	Address	No documents attached

#### 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.

Teladoc.	Q, Patient Search		New Practitioner v
SB County Behavioral Heal	th	Schedule +	X Service Info
Bob Smith Gender u Age		otsz am	SB County Behavioral Health
Doe, John Gender m. Age 34		Computer Computer	https://master.visitstaging.org/1771 Share Via Email
			Phone
			Send
			Members Adele Vance Pattore
			Aleh Kashnikau     Aleh Kashnikau     Pettow     Pettow     Alek Wilber     Alex Wilber

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

Solo - Ma New Visit	ster			×
Patient				Î
Q Search F	Patient Name			
Visit Service				
SB County B	Jehavioral Health	1	۷	
	I Connect Through			
Patient's Pe	rsonal Device		~	
Date 12/15/2021	Start Time 01:15 PM	End Time 01:30 PM		1
More Options				

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.

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

Telado		Q, Patier	nt Search			Look Practitio v 🔒
Encounters		on an nterbar			Add Encounter	+ Cender U Age - DOB - Solo 10 2020
Date 12/15/2021 05/51.AM PST	test Solo ID 212720	008-	Reason for Visit	Location	Provider	Connect
Date 12/15/2021 05:50 AM PST	hh Solo ID 212000	008-	Reason for Visit	Location	Provider —	C All Visits (1) Visit Detail
Date 12/15/2021 05:43 AM PST	3j Solo ID 2121060	008-	Peason for Visit	Location	Provider —	Need reason for visit 12/15/2021 05:50 AM (Wasso)
Date 12/15/2021 05:41 AM PST	Test Solo ID 2121010	008-	Reason for Visit.	Location —	Provider —	Solo Vist ID 1187760
Date 12/14/2021 10:16 AM PST	Doe, John Solo 10 202390	00012/12/1967	Reason for Visit	Location =	Provider —	Documents No documents attached
Date 10/14/2021 09/29 AM PST	q 5010 ID 2116980	008-	Reason for Visit	Location	Provider —	Attachments Ad
Date 12/14/2021 07:40:AM PST	Bob Smith Solo ID 216670	008-	Peason for Visit	Location	Provider —	No documents attached to this encounter
Date 10/13/2021	Manuel, Juan		Reason for Visit	Location	Provider	

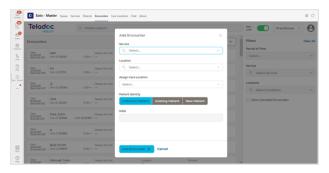
 Select All Visits to view Visits, Upcoming visits, and Episodes by clicking on the terms from the right Patient Panel.



# Solo with Teams App Quick Reference Guide for Practitioners

Teladoc.	Q. Patient Search				New Look		Practitioner	- <b>e</b>
December 15					⇒ ≥ hh Gender	Age -	008 -	Solo ID 21217
hh Gender u Age				422 m (	C (cono	a		
test Center u Age				422 m Wolfing	O visit	visits (I)		Detail
g Gender u Age-			(Cheryl Keimar)	1081 m	12/15/20	21 05:50 AM		
Test Cenderu Age-			Cite Piersignite	431 m	Solo Visi TIEN760			
					No doc	iments attac	hed	
						png, pdf) max	imum size 5 MB. hed to this encour	Ad Oor

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



- 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.

Appointment				
hh				
Reason(s) for Visit				
Wednesday, Decemb 05:50 AM	er 15 2021,			
Waiting ~				
Share				
URL for the recipient				
https://patient.mas	er.visitstaging.org/start/	fca0e878e98d7df509	ee486802b556b027c0f4	ib2

- 6. Your patient will be prompted to check-in.
- When ready to begin your session, select the green Connect button from the right Patient panel.

#### **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.

