



## Virtual Care - Instant Connect Tipsheet

**Scope: NLHS Providers and Support Persons using Virtual Care.**

**Instant Connect:** This virtual care solution is integrated into Corcare and allows a provider to connect to a patient who is using their own device. The provider can launch their video call directly from their schedule in Corcare. When scheduled, the patient will receive a link to their MyHealthNL (or email/SMS based on patient preference) to connect to the call. A personal Webex account is not required to use Instant Connect.

What it is:

- Standard video meeting experience between provider and patient.
- Capability to invite a friend/family member/support person to the call.
- Easy to use with link sent automatically to patient.

What it is not. (Where Full Suite Webex is required):

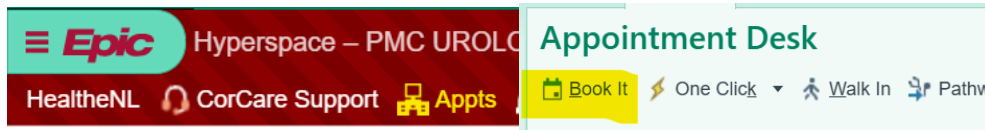
- Facility based Virtual Care. If a patient will attend their virtual call on a Facility based Telehealth Unit, this is Clinic to Clinic and will follow those workflows.
- Group Visits.
- Advanced Features of Webex (recording, break out rooms).

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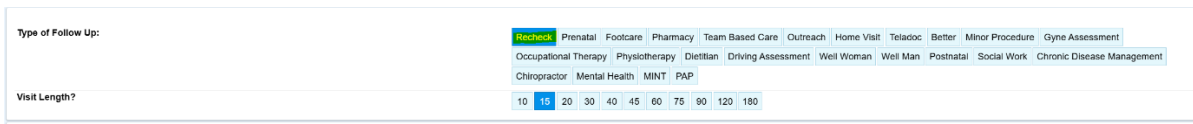
# i. Booking a Virtual Visit

## Option A: Book It

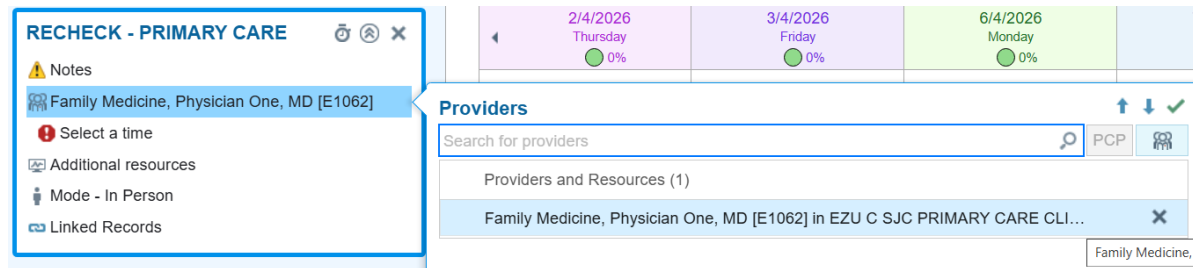
1. Go to the Appointment Desk (Appts) in the top left of the Hyperspace window, find the patient you're looking to schedule, then select **Book It**.



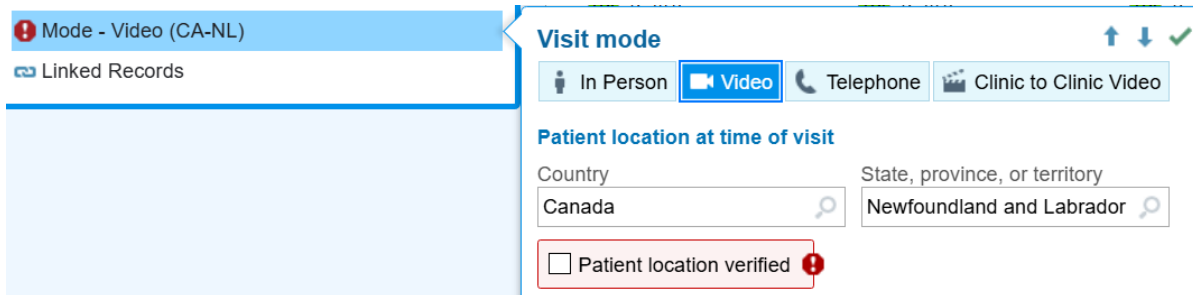
2. Choose the appropriate Visit Type and Length.



3. Select the Provider who will be attending the appointment.



4. Change the Mode to Video.



5. Select the desired date and time, then click schedule in the bottom right.
6. Once scheduled, this appointment automatically goes to the provider's schedule

EZU C SJC PRIMARY CARE CLINIC (All Providers) Filter by Status Appointments: 6

Expand	Time	Status	Patient	Visit Type	Notes	Cmts	Match ...	Match ...	Match ...	ARIA	EMR EZ	EMR CZ	EMR ...	CRMS	N. V.	Stude...	Provider / Department	C.. Location/SL...	H. Pr...
	9:40 AM	Present	House, Maxwell 66 y.o. / M	Initial Assessment			x	x	x	x	x	x	x	x	x	x	Physician One Family... C SJC PCCL	Present: 9:2-9 AM	
	9:50 AM	Signed	Beans, Goofy 28 y.o. / M	Initial Assessment	Inactiv e MyH...		x	x	x	x	x	x	x	x	x	x	Physician One Family... C SJC PCCL	Your Home	
	10:00 AM	Arrived	Cadence, Donald 41 y.o. / M	Initial Assessment			x	x	x	x	x	x	x	x	x	x	Physician One Family... C SJC PCCL	EHS SERVICE AREA	
	10:20 AM	Arrived	Cadence, Daisy 56 y.o. / F	Initial Assessment			x	x	x	x	x	x	x	x	x	x	Physician One Family... C SJC PCCL	EHS SERVICE AREA	
	11:50 AM	Scheduled	Cadence, Donald 41 y.o. / M	Initial Assessment			x	x	x	x	x	x	x	x	x	x	Physician One Family... C SJC PCCL	EHS SERVICE AREA	
	5:00 PM	Scheduled	Heiskanen, Miro 26 y.o. / M	Recheck - Primary Care			x	x	x	x	x	x	x	x	x	x	Physician One Famil... C SJC PCCL	Sch	

## Option B: Scheduling from a Workqueue

### Provider Ordering a Video Visit

\*You must be within an active patient encounter.

1. In the visit taskbar, select Add Follow Up Order.
  - a. Set the Mode to Video.
  - b. Complete all required visit details.

Follow Up In Primary Care

Timing: Expected Date: 2/4/2026 Today **First Available** Tomorrow 1 Week 2 Weeks 1 Month 3 Months 6 Months 1 Year  Approx.

Follow up with: Encounter Provider (Physician One Family Medicine, MD) **Encounter Provider or Their Team** Specific Provider

Type of Follow Up: Recheck Home Visit Prenatal Postnatal Well Woman Well Man Gyne Assessment Driving Assessment Better Team Based Care Teladoc Minor Procedure Physiotherapy Occupational Therapy Dietitian Social Work Pharmacy Mental Health Chiropractor Chronic Disease Management MINT Outreach Footcare PAP

Preferred Visit Mode: In Person Telephone Clinic to Clinic Video **Video** No Preference

Priority: P1 P2 P3 P4 P5 **P6 (Specific Date)**

Requested Department: Corner Brook-Bay of Islands Family Care Team - Cox's Cove Clinic

Scheduler Comments: + Add Scheduler Comments

Patient Comments: + Add Patient Comments

Additional Order Details

Next Required

2. Sign the order to finalize.

\*There are multiple acceptable workflows to place this order. (i.e., This Visit Tab → Follow Up Section may also be used

### Clerical Scheduling the Ordered Visit

1. Access your department's Waiting List Workqueue (WQ).
2. Locate the order, select the order, and click Book.

Waiting List WQ - WZN CCC OUTPATIENT CLINIC - Follow Up Outpatient Waiting List [3223] Refreshed at 3:51 PM

Refresh Filter Dgfer Assign Show Mine Waiting List Book Link to Admin Pathway New Contact Generate Letters ByJk Edit Delay Dates Fix Procedure Audit Trail Remove

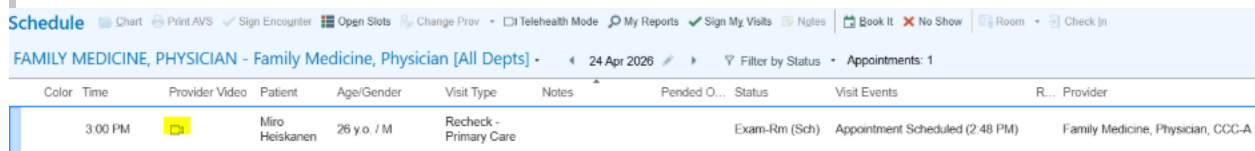
Active (Total: 1) Deferred (Total: 0) Book a Waiting List (Alt+B)

WAL ID	Active Days	Total Days	Target Date	Date Added	Priority	MRN	Name	Age	Sex	Visit Mode	Ord Provider	Request Type
13910	0	0	02/04/2026	P6	10000...	AMBULATORY, BRODERICK PLU...	35	Male	No Preference	Physician On...	FOLLOW UP IN PRIMARY CARE	

3. Specify a Provider if needed and select a time slot.
4. Click Schedule, confirm the visit mode is set to Video, and click Finish to complete booking.
5. Review the patient's Registration and update details if needed.

## ii. Provider Joining a Virtual Visit

1. Locate your appointment list from the schedule (your schedule may look slightly different than this):

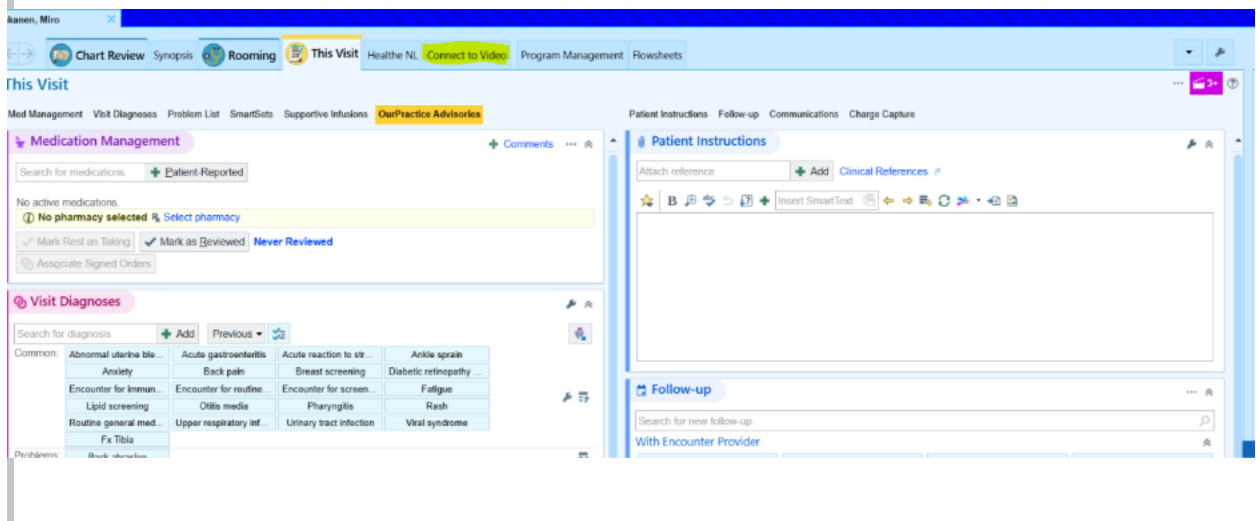


Color	Time	Provider Video	Patient	Age/Gender	Visit Type	Notes	Pended O...	Status	Visit Events	R... Provider
	3:00 PM		Miro Heiskanen	26 y.o. / M	Recheck - Primary Care			Exam-Rm (Sch)	Appointment Scheduled (2:48 PM)	Family Medicine, Physician, CCC-A

2. If you want to jump \*directly\* into your video meeting, Double Click the camera **icon**

- Note: This will bring you into the “This Visit” navigator in CorCare, **as well as** launch the video visit session in your web browser!

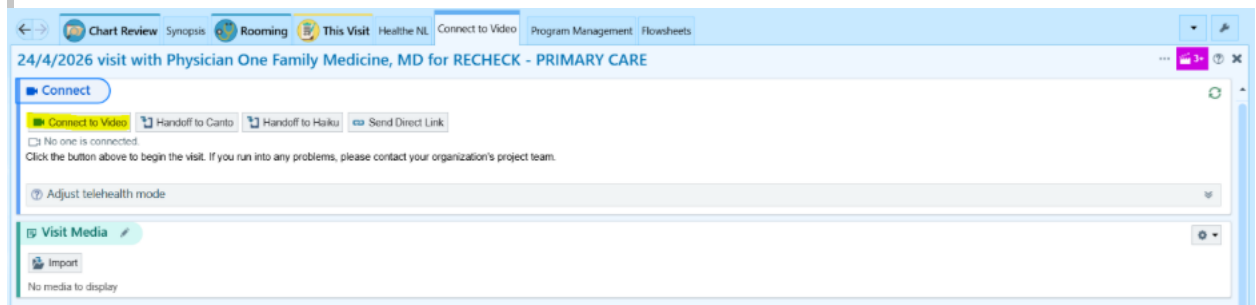
3. If you would prefer to review the patient information prior to starting the video visit, double click anywhere else on the appointment row, to bring you into “This Visit” Navigator:



The screenshot shows the 'This Visit' navigator with the following sections:

- Medication Management:** Search for medications, Patient-Reported, No active medications, No pharmacy selected, Select pharmacy, Mark Rest as Taking, Mark as Reviewed, Never Reviewed, Associate Signed Orders.
- Visit Diagnoses:** Search for diagnosis, Add, Previous, Common, Abnormal uterine ble..., Anxiety, Acute gastroenteritis, Back pain, Acute reaction to str..., Breast screening, Ankle sprain, Diabetic retinopathy..., Encounter for immun..., Encounter for routine, Encounter for screen, Fatigue, Lipid screening, Otitis media, Pharyngitis, Rash, Routine general med..., Upper respiratory inf..., Urinary tract infection, Viral syndrome, Fx Tibia.
- Patient Instructions:** Attach reference, Add, Clinical References, Insert SmartText.
- Follow-up:** Search for new follow-up, With Encounter Provider.

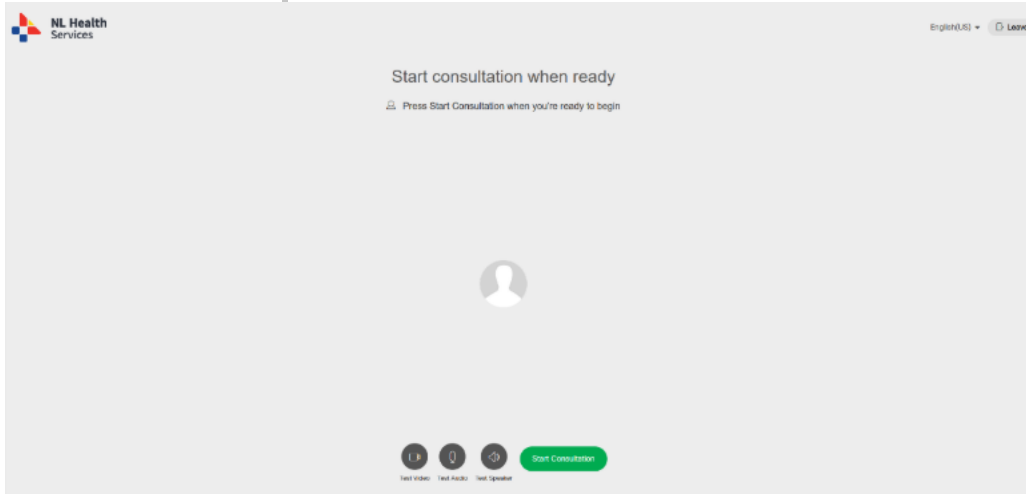
4. When you are ready to connect to the video meeting, click “**Connect to Video**” tab, then click **Connect to Video button**



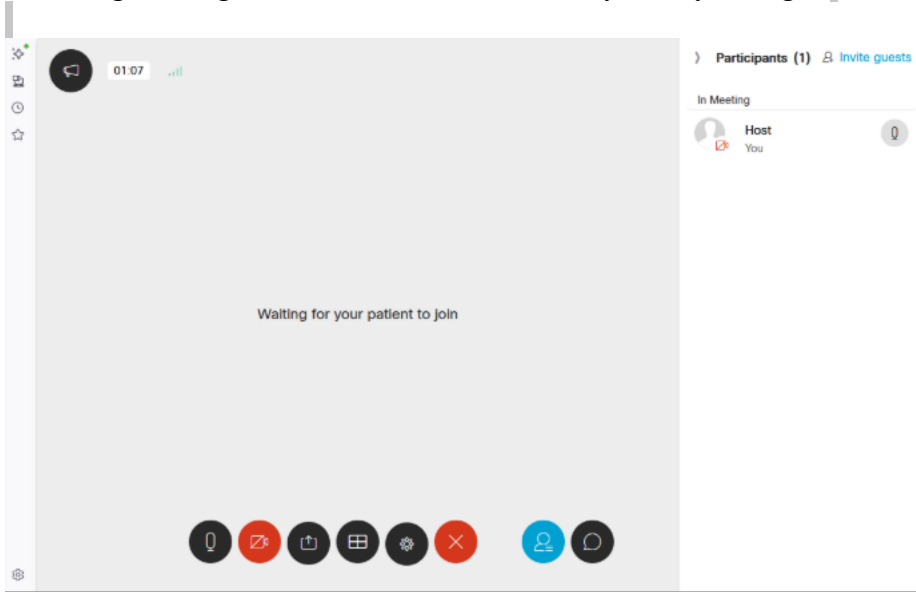
The screenshot shows the 'Connect to Video' interface with the following sections:

- Connect:** Connect to Video, Handoff to Canto, Handoff to Haiku, Send Direct Link, No one is connected, Click the button above to begin the visit. If you run into any problems, please contact your organization's project team, Adjust telehealth mode.
- Visit Media:** Import, No media to display.

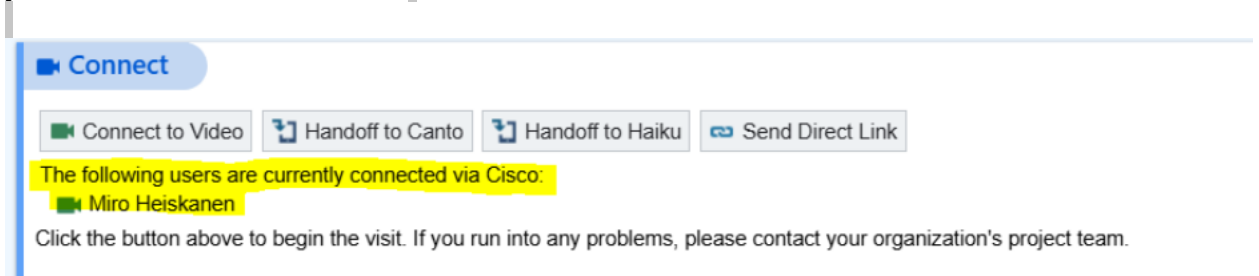
5. You may get prompted by your browser to allow access to Camera and Microphone (allow the access)



6. Start your consultation. If the patient is already waiting in the virtual lobby, they will get brought into the room automatically after you begin.



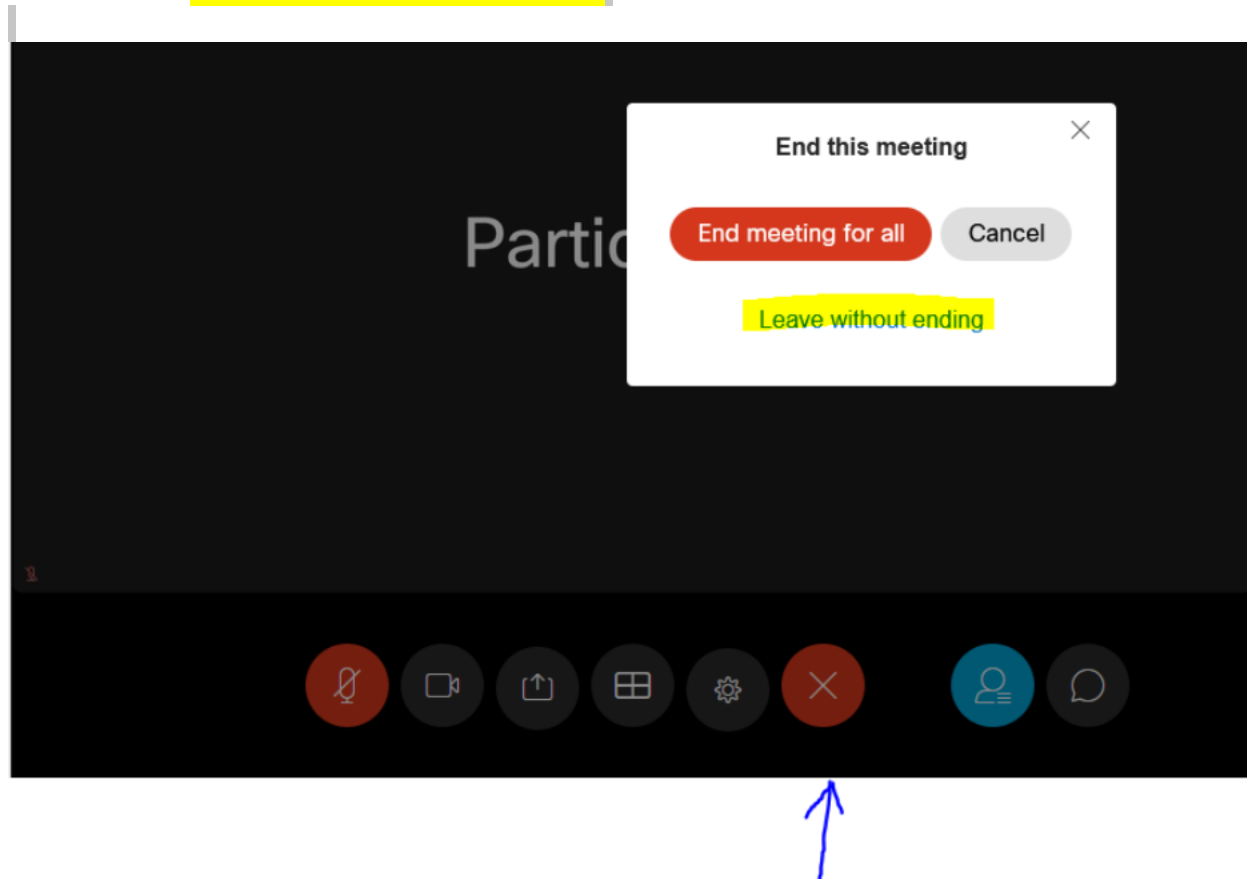
ProTip: If the patient has *already* connected to the video session and is waiting for you, CorCare will show it here:



7 ) Handing off to Haiku or Canto, and Ending the session

If you need to leave the your desk mid-session, and wish to continue your video session via Haiku or Canto mobile apps you may do so:

- Click the red X circle to bring up the **End this meeting** dialogue box
- Select **LEAVE WITHOUT ENDING**



- You can rejoin your consultation from Haiku or Canto
- If you have completed the video session, simply click **End Meeting for All**

### iii. Inviting Additional Participants

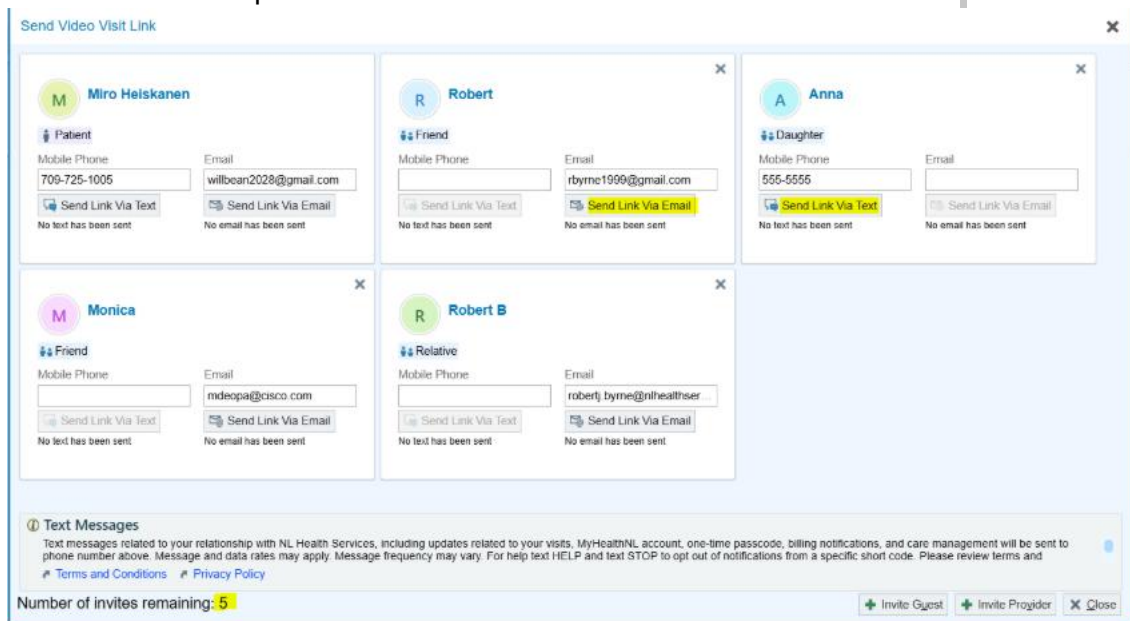
Patients invited to an instant connect video visit will receive their invitation in MyHealthNL (MyChart), SMS (text message), or via their email if there is one on file. Clinicians and admin staff can also send additional participants a “one-time invitation link” on behalf of patients for their scheduled video appointment. This can be done in several ways:


#### **Provider sends invitation link from CorCare**

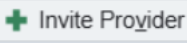
- Log into CorCare and open the video visit appointment for your patient
  - If the appointment is not for today, you can move ahead in your schedule to the appropriate date
- Double click the appointment and navigate to the **Connect to Video Tab**.
  - Click “**Send Direct Link**”

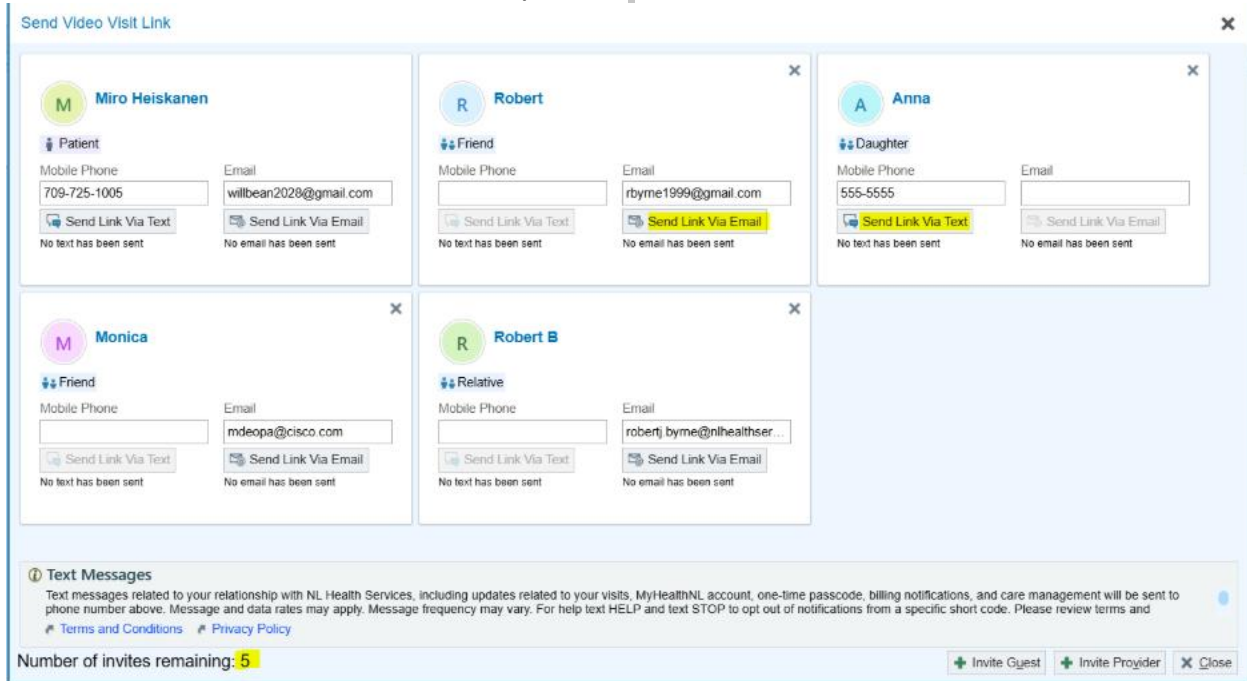


- From here, you will see a list of contacts the patient has on file, along with associated phone number or email address for those contacts.

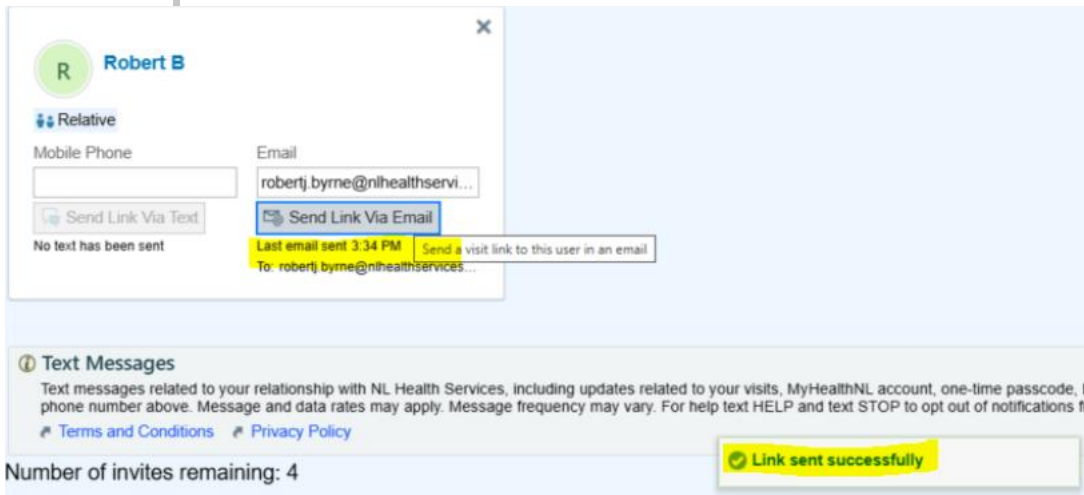


- To send a link to one of those contacts, you can click the button for **Send Link Via Email**, or **Send Link via Text**
- If the contact your patient wishes to invite is not listed, you can add it by clicking the **Invite Guest** button in the bottom right and populating their details: 

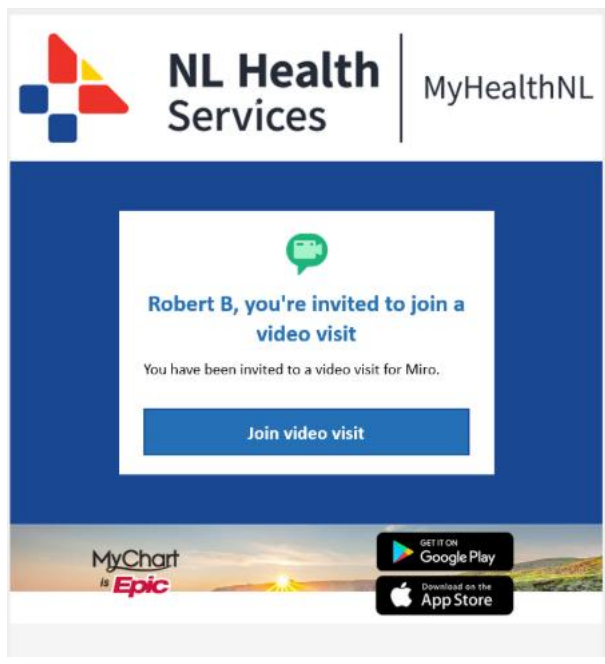
- Optionally, you can also add a provider to this visit by choosing **Invite Provider** in the bottom right: 
- Note that for a video visit appointment, you can send up to maximum of 5 invitations on behalf of the patient.



- After sending the link, some text will appear below your method advising the time of last sending. You may also see “Link sent successfully” flash on the screen.

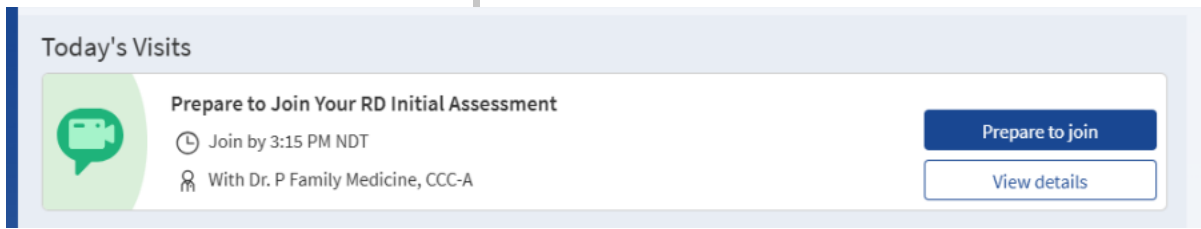


- The invited contact will receive an email, the body of which should look similar to this:

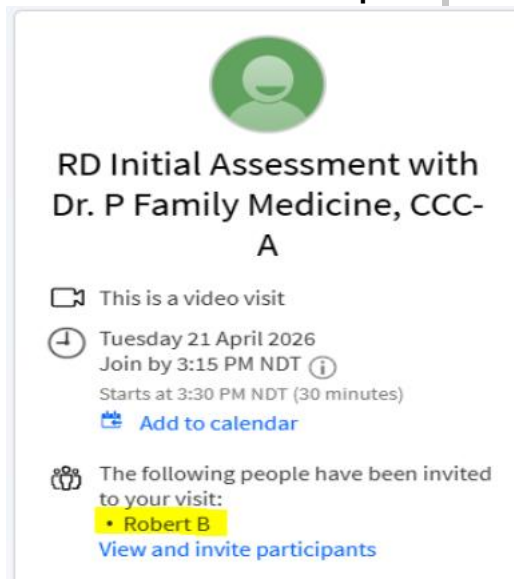


**The Patient Can Send an Invitation to a Contact Directly from their MyChart**

- Patient signs in to MyHealthNL and locates upcoming video visit
- Select **View Details**



- MyHealthNL will notify you if anyone has already been invited to your visit. It also allows you to **View and invite Participants**



- The patient can also see who has been invited already, and can also invite existing contacts or add new guest by clicking **Invite a New Guest**

## Video Visit Participants

View and manage who is invited to this video visit: **RD Initial Assessment** at 3:30 PM NDT on 21/04/26

### Providers and Staff

See who has been scheduled or invited to participate in this visit. Additional staff may join to help with the visit.

 **Dr. P Family Medicine, CCC-A** (Provider)  
Scheduled to join

### Guests

Invite a guest to join this video visit, such as a family member or caregiver. Guests can join the video visit with the link in their invitation message. Guests may have been invited by your provider.

**Robert B** (Relative)  
Last email sent at: 3:34 PM NDT  
To: robertj.byrne@nlhealthservices.ca  
[Edit invitation](#)

[+ Invite a new guest](#)

[Back to Appointment Details](#)

Select someone to invite:

Robert Anna [+ Invite a new guest](#)

\* Indicates a required field.

\* First name

\* Last name

\* Relationship

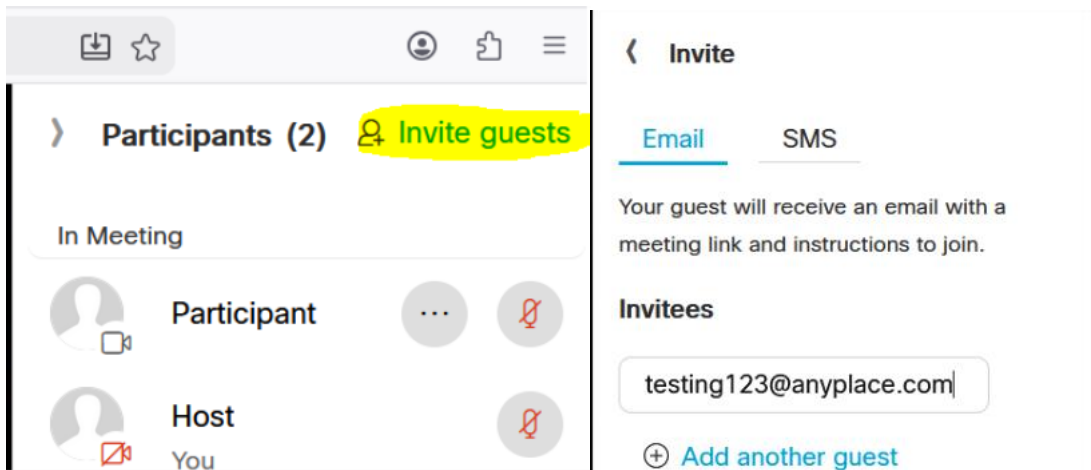
Text message  Email

\* Email

[Send email invitation](#) [Cancel](#)

### Sending an Invitation from Within the Video Consultation

- The **provider** can invite a guest from within the video meeting after they have begun the video consultation.
- In the top right-hand side of your video visit meeting, next to Participants, you will see an option to **Invite Guests**



- This will open the option to invite guest by Email or SMS (text message)
- Enter the contact and click **Confirm Invite** at the bottom right of the screen to advance the process.

Confirm invite

- Click **Send Invite** to complete the process.

Send invite

- You will receive a message that the invitation has been sent.
- Click **DONE** to return to consultation.



## Invitation sent

If the invitee has not received an email, check that the email address is correct and try sending it again.

Done

## iv. Tips for Patients

**MyChart/MyHealthNL is highly recommended for video visits**, but is not absolutely required (we recommended to encourage patients to sign up). Virtual visits can be easily managed and attended directly through MyChart.

### **With MyChart:**

The appointment and all the details will populate as soon as the visit is booked.

Patients can manage things like inviting a family member to their appointment etc.

15 mins prior to the appointment, their video visit becomes Joinable

### **Without MyChart:**

Patients will need an email or SMS text number on file with us to receive the invitation link.

Patients receive initial confirmation of video visit appointment by phone call (default - can be updated or changed in CorCare communication preferences)

Patients will be emailed/texted a "Time to join your appointment" LINK 1 hour prior to the appointment start.

\*A Patient Facing Tipsheet is available