

OntarioMD Digital Health & Virtual Care Day Conference – Troubleshooting FAQ

This FAQ is intended for use by all staff. Please communicate the answers below to conference participants requiring assistance.

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General Information

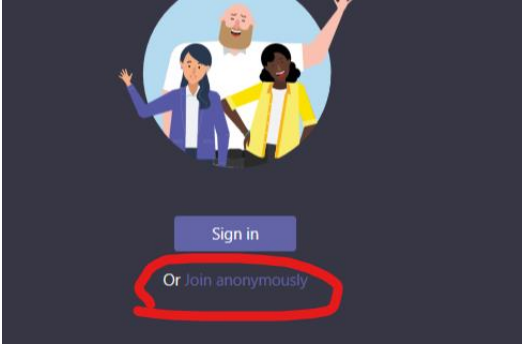
#	QUESTION	ANSWER & LINK(S)
1	What do I need to do to view/stream the conference?	<p>The conference platform is Microsoft Teams. You can download Microsoft Teams client or join via the web following these instructions.</p> <ul style="list-style-type: none"> • Join a Teams Meeting • Join a Live Event <p>Microsoft Teams free download link: https://www.microsoft.com/en-ca/microsoft-365/microsoft-teams/download-app</p>
2	Where are conference session links?	All streams for the conference can be found at https://ontariomd.live/live-streams/
3	Where is the conference agenda?	The conference program can be found at https://ontariomd.live/program/
4	How does the conference format work?	<p>Live Events</p> <ul style="list-style-type: none"> • There are eight Live Events happening throughout day one and day two on Sept 29 & 30 • Live Event 1 & 5 (Keynote Addresses) and (Billing – Teams Meeting) run separately from the other Live Events to open and close the day. • You can stay in the same Live Event for all five sessions or move between Live Events to see other sessions. • All sessions are being recorded and will be available at https://ontariomd.live/ in the weeks to follow.

		<p>Peer Leader Virtual EMR Training Workshops – How they work</p> <ul style="list-style-type: none"> • The EMR Workshops with OntarioMD Physician, and Clinic Manager Peer Leaders are designed to help advance your EMR knowledge and provide tips about digital health and virtual care tools. • Attendees using ABELMed EHR-EMR/PM, Accuro EMR, PS Suite Collaborative Health Record, Indivicare, OSCAR, and PS Suite EMR can visit an EMR Workshop virtual room hosted by a Peer Leader who will speak to specific topics and demonstrate features and tips relevant to that EMR system. • Here is a link to the list of all Peer Leader workshops: https://ontariomd.live/peer-leader-emr-and-virtual-tools-training-workshops/ • There are multiple Accuro EMR, OSCAR and PS Suite EMR workshops. Attendees are encouraged to move between these workshops throughout the day. • ABELMed EHR-EMR/PM, Collaborative Health Record (CHR) and Indivica are offering single sessions.
5	Are the sessions being recorded?	<ul style="list-style-type: none"> • All morning Live Events will be recorded. The streams should be available in the late afternoon, evening for rewatching by clicking on the stream links and watch on the web on www.ontariomd.live. The afternoon Billing Live Event will not be recorded • All Peer Leader workshops will be recorded, but we will not be posting these videos for reviewing.
6	Where and when can I see the session recordings? How do I get the session recordings?	<ul style="list-style-type: none"> • The session recordings will be available by clicking on the stream again following the session and watching through the web NB: It will take some time to render the videos, so they may not be available for immediate replay. • All Live Event recordings will be available at .ontariomd.live in the weeks to follow.
7	Is the conference CME accredited?	<ul style="list-style-type: none"> • The conference is only accredited for physicians (specialists and family physicians – 8 hours of group learning). • All participants will receive a certificate for Continuing Medical Education from OntarioMD. • Certificates will be issued in the days following for physicians who have completed the event evaluation form. • Physicians must complete the event evaluation form in order to receive their credits.
8	What is the virtual showcase? How does the virtual showcase work?	<ul style="list-style-type: none"> • The virtual showcase features many digital health and virtual care vendors. • These companies offer products and services to help enhance and support physician practices. • The showcase hour run throughout the conference with dedicated time on the 30th from 10:40am – 11:00am and 12:00pm – 1:00pm. • Some companies will be hosting their own live streams and lunch and learns from 12:30pm – 1:30pm where you can ask questions, get demos, and more. • All vendors will be having prize draws where if attendees fill in the form on their showcase page, the attendees are entered into a draw to win a \$50 gift certificate. • Here is a link to the virtual showcase: https://ontariomd.live/showcase-2022/


9.	What happens if an attendee is not allowed into an EMR Virtual Workshop room in the afternoon?	<ul style="list-style-type: none"> Attendee may be blocked from entering an EMR Peer Leader Workshop due to room limitations. Workshops will be capped at 100 participants but will reopen if participants leave. Attendees can move from workshop to workshop freely.
10.	The EMR I use is not hosting an EMR virtual workshop!	<ul style="list-style-type: none"> Unfortunately, we only have virtual EMR workshop rooms available for Peer Leaders using some EMRs (e.g., ABELMed, Accuro, Collaborative Health Record, Indivica, OSCAR, and PS Suite).
11.	The QI Workshops	<ul style="list-style-type: none"> These are limited registration and registration is at capacity. Links are only made available via email to those who signed up in advance.

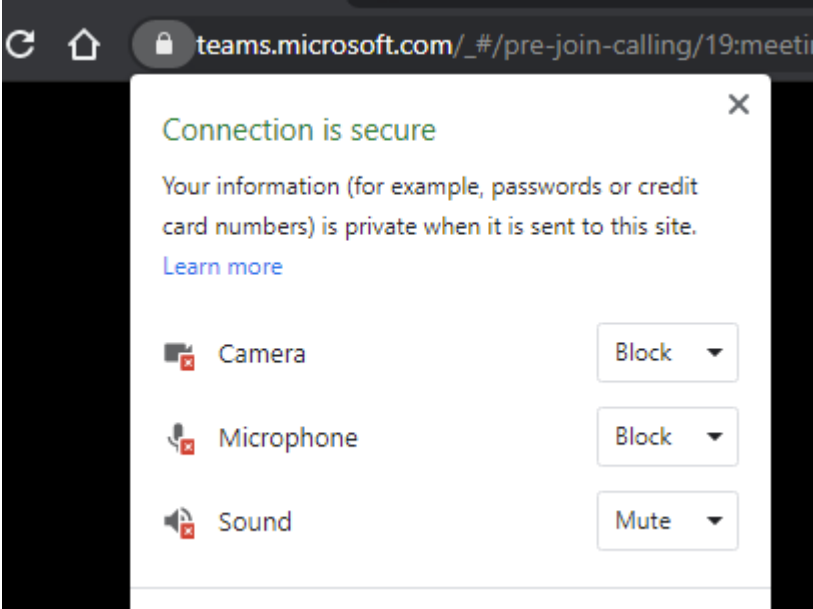
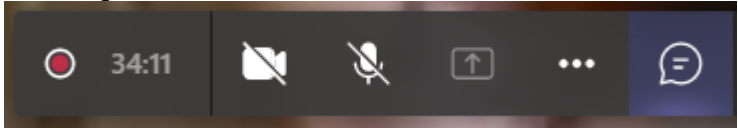
Technical Troubleshooting

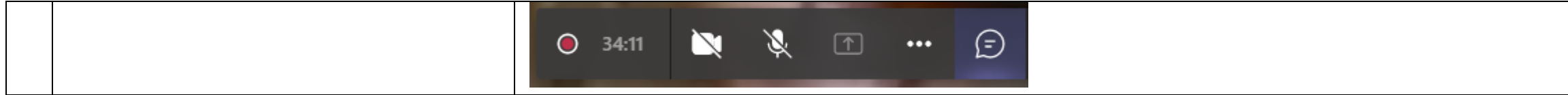
1	No Audio – I cannot hear the presenters.	<p>Live Events</p> <p>If accessing via web browser and not Teams client, ensure you:</p> <ul style="list-style-type: none"> Clicked “Allow” if prompted to allow Audio/Video by your browser Try another browser Download the Teams client <p>NB: If using the Teams Client already, restart your computer, try again.</p>
2	No Video – I cannot see the presenters.	<p>Live Events</p> <p>If accessing via web browser and not Teams client, ensure you:</p> <ul style="list-style-type: none"> Clicked “Allow” if prompted to allow Audio/Video by your browser Try another browser Download the Teams client <p>NB: If using the Teams Client already, restart your computer, try again.</p>
3	No Chat – I cannot ask questions. The chat option is missing from my Teams toolbar.	<p>Live Events</p> <p>If accessing via web browser and not Teams client, ensure you:</p> <ul style="list-style-type: none"> Try another browser Download the Teams client <p>NB: If using the Teams Client already, restart your computer, try again.</p>
4	Chat – Is chat the only way to ask questions?	<p>Live Events</p> <ul style="list-style-type: none"> Use the question-and-answer pane to ask a question. <p>Peer Leader Workshops</p>

		<ul style="list-style-type: none"> Use the chat
5	Cannot join a session – Microsoft Teams is asking me for a password. I do not have a password.	<p>Live Events</p> <ul style="list-style-type: none"> Use the Join Anonymously link, just below the Sign In button. 
6	I cannot join the session and have missed the session I want to see.	<p>Live Events</p> <ul style="list-style-type: none"> The session recordings will be available by clicking on the stream again following the session and watching through the web NB: It will take some time to render the videos, so they may not be available for immediate replay. All Live Event recordings will be available at www.ontariomd.ca in the weeks to follow. <p>Peer Leader Workshops</p> <ul style="list-style-type: none"> The PL workshop recordings will not be made available for replay.
7	Is telephone support available?	
8	Join via browser – Can I join the conference via internet browser vs. Teams app?	<p>Live Events</p> <ul style="list-style-type: none"> Everything can be accessed using web or through teams app
9	Can I dial into the session as I do not have audio on my computer?	<ul style="list-style-type: none"> No. There is no dial in option for any of the sessions.

Teams Troubleshooting Tips

10.	<p>These messages will help address frequently reported user issues.</p> <p>In most cases, the audio and video problems are the result of using the wrong browser. Leaving</p>	<p>Participants: If your microphone icon is white, you should be able to unmute yourself. Click to unmute.</p> 
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	<p>and rejoining the meeting is usually sufficient to address most issues.</p>	<p>Participants: If you would like to ask an audible question, please ensure your computer mic is available in Teams. Check the address bar of your browser to see if you have enabled the correct permissions. Click the lock icon next to the URL and adjust accordingly.</p> 
<p>11.</p>	<p>Trouble Hearing or Seeing</p>	<p>Participants: If you are experiencing issues seeing or hearing the presentations, leave the meeting and rejoin. Microsoft recommends joining Teams via Google Chrome or Microsoft Edge browsers. Other browsers may limit your experience.</p>
<p>12.</p>	<p>Increase Screen Visibility</p>	<p>Participants: You can increase the viewable screen area by clicking on the three dots [...] in the menu bar and selecting Enter full screen.</p> 
<p>13.</p>	<p>How to view chat</p>	<p>Participants: Click the chat bubble to view and participate in the conversation.</p>



OntarioMD Products & Services Information

1	What is OntarioMD?	https://www.ontariomd.ca/our-company/overview
2	I would like more information about an OntarioMD product and/or service. (Virtual Follow-Up Form)	https://ontariomd.wufoo.com/forms/sign-up-for-services-or-ask-a-question/
3	How do I book a one-on-one Peer Leader session after the conference?	https://ontariomd.wufoo.com/forms/z1grs73x0osydu5/
4	How is OntarioMD different than the OMA?	OntarioMD is a wholly own subsidiary of the OMA funded by Ontario Health. No member dues are paid towards OntarioMD
5.	Take Privacy and Security Training	https://www.ontariomd.ca/products-and-services/privacy-and-training-resources/overview
6.	DHDR Integration	https://www.ontariomd.ca/products-and-services/dhdr-emr-integration
6.	Sign Up to get DHDR	https://forms.office.com/Pages/ResponsePage.aspx?id=-LhRbjU28Eulr-0prIMokvRN93Q3EBpJskAU_C1WgWVUNVhRWVBZNTJSNVNXVIZFSKJWNDdCVFBRWS4u&wdLOR=c577EC7E2-8192-471D-8BD8-F4752E6DCEC9
7.	More about i4C Dashboard	https://www.ontariomd.ca/products-and-services/insights4care/i4c-dashboard
8.	More about i4C Advisory Services	https://www.ontariomd.ca/products-and-services/insights4care/i4c-advisory-service
8.	EMR Certification	https://www.ontariomd.ca/emr-certification/emr-certification/overview
9.	HRM	https://www.ontariomd.ca/products-and-services/health-report-manager/about-hrm
10.	eConsult	https://www.ontariomd.ca/products-and-services/econsult-deployment-and-emr-integration/overview
11.	Communities of Practice	https://www.ontariomd.ca/products-and-services/communities-of-practice
12.	COVaxON Training/COVID-19	https://www.ontariomd.ca/covid-19/covaxon-training
13.	OMD Educates	https://www.ontariomd.ca/what-we-do/events/omd-educates
14.	eForms	https://www.ontariomd.ca/products-and-services/eforms
15.	OLIS Deployment	https://www.ontariomd.ca/products-and-services/olis-deployment
16.	Virtual Care	https://ontariomd.vc/ (OMD) Verified List from OH https://www.ontariohealth.ca/verified-vendor-list
17.	Information on OntarioMD	info@ontariomd.com
18.	Support Requests	support@ontariomd.com

19.	Resources and Publications (Including OMD Brochures)	https://www.ontariomd.ca/resource-library/publications
20.	EMRs and Mental Health/Addiction	https://www.ontariomd.ca/resource-library/mental-health-resources
21.	Pain Management Resources	https://www.ontariomd.ca/resource-library/pain-management-resources
22.	What are Peer Leaders	https://www.ontariomd.ca/products-and-services/peer-leader-program/overview