# Quick Start Guide – Skype for Virtual Health: Using Skype for Business

Step 1: Set Up Space for Virtual Health Visit

1.1 Prep the work station in advance (see _Common Etiquettes_ for tips) and **always plug-in the headset before the meeting. Test your camera and headset if needed.**

Tip: Test Call Quality 💡
On the lower-left side of the _main Skype for Business window_, click "**Select Your Primary Device**", then choose "**Audio Device Settings**", then Audio Device, and click "**Check Call Quality**". You may choose "Video Device" to check your camera as well.

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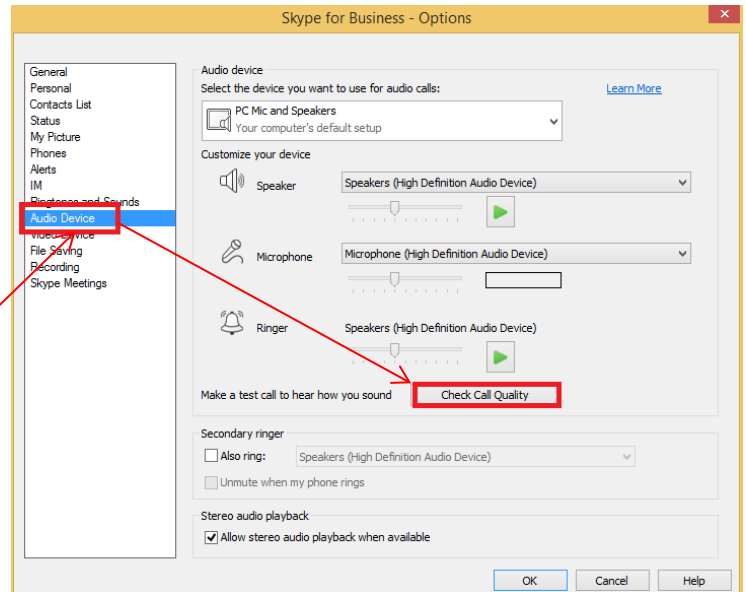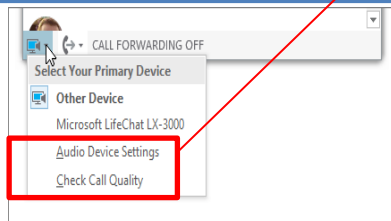
Step 2: Open the Virtual Health Visit for Your Patient

1.2 Open the meeting invite from your Outlook **calendar** and click on Join Skype Meeting The link should automatically direct you to the video-conferencing page.

1.3 Click on "**Admit**" to allow the patient waiting in the virtual lobby to enter the meeting room

1.4 Do a **sound check** with the patient to ensure you can hear each other. _Do you know as the presenter you can "unmute" patient?_
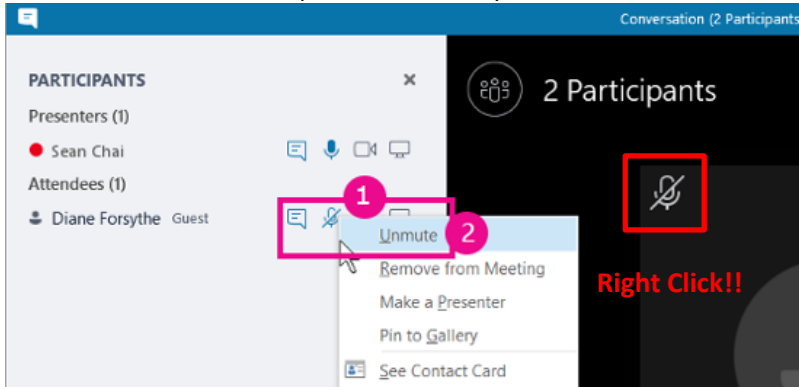
Tip: Unmute Participants 💡
- **Right-click** the "Unmute" button next to their names (conversation view)
- Or **right-click** the "Unmute" icon above their picture (gallery view)

They'll receive a notification that "you've been unmuted."

1.5 **Verify patient identify** by asking them to state their full name and birthdate

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Step 3: Conduct the Virtual Health Visit

1.6 Explain why you are wearing headset (better sound quality, and privacy protection—otherwise patient will be on speaker). You can switch device during the meeting

Tip: Switch Audio Device without Interrupting the Conversation 💡
- Click on the "**Telephone**" icon to access the Audio Control Options.
- Click the "**Device**" tab, and then select the device you want. SfB switches to the new seamlessly.

1.7 Provide care to patient, **encourage patient to complete survey, complete Session Log**, and then document care as per usual.