CHS iPhone Provider Application
Information for healthcare professionals

Purpose:	To provide guidance on how to use the BC Virtual Visit provider iOS app on an Island Health CHS iPhone.

NOTE: It is recommended that providers attend appointments on a computer or iPad, as iPhones have limited functionality due to its small screen size. Please see the section below on "Conducting a BC Virtual Visit Appointment Using the BC Virtual Visit Provider iOS Application" for more information.

You will see both a **BC Virtual Visit Provider app** icon and a **BC Virtual Visit Patient App** icon on your home screen.

You should use **BC Virtual Visit Provider App** to connect to all of your appointments.

The **BC Virtual Visit Patient App** will be used if you ever need to enter an appointment via SMS or email invitation as a guest or while helping a patient attend a virtual visit through your device.

Step 1: Tap on the **BC Virtual Visit Provider** icon from your home screen to open the app.

Step 2: If this is your first time, please manually type **myvirtualvisit.ca.visitnow.org** under **Practice URL**.

If you have used this app before on this device, URLs you have accessed previously will show in the dropdown list. Click **Sign in** to be re-directed to your login page.

BC VIRTUAL VISIT | island health

BC Virtual Visit Provider

BC VIRTUAL VISIT

Practice URL

myvirtualvisit.ca.visitnow.org
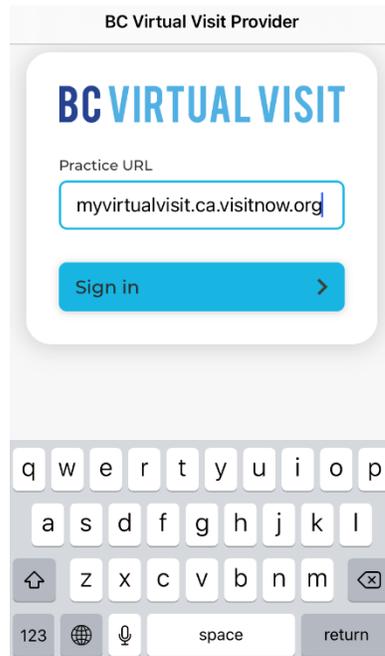
Sign in ›

Step 3: Enter your **Island Health email** and **password** to sign in.
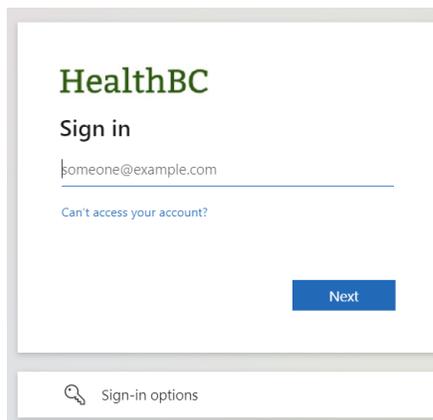
HealthBC

Sign in

someone@example.com

Can't access your account?

Next

Sign-in options

www.islandhealth.ca/bcvirtualvisit

Technical Support: BC Service Desk and Clinical Service Desk x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free)

Understanding the Queue, Patients, Care Locations and Waiting Rooms
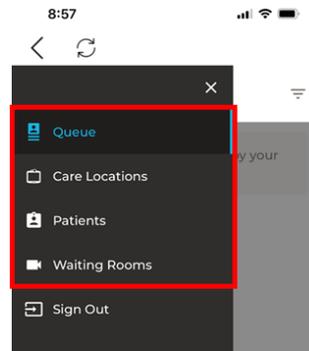
Queue

Displays all your appointments for the day. Ensure the Queue is configured to show your desired appointments by tapping the **Queue Filter** button to open the side panel and select the statuses accordingly.
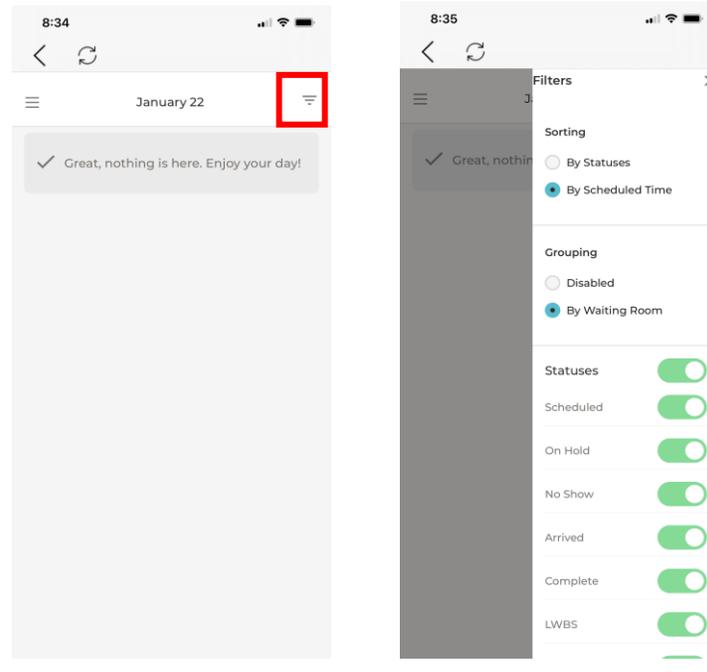
Care Locations

For those currently using Care Locations, this option is available in the left-hand navigation. Care Locations are video enabled devices such as an iPad that allow clients to be connected directly to a BC Virtual Visit waiting room. Care Locations are typically used in workflows where clients are attending from an Island Health facility and pre-scheduling or registration of a patient is not required. Clients in these settings may not have access to a personal device and/or have an active email address.

If your program has not been set up to deliver care through Care Locations, please disregard this page and do not call any of the Care Location devices directly.

www.islandhealth.ca/bcvirtualvisit

Technical Support: BC Service Desk and Clinical Service Desk x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free)

Patients

Allows you to view and search for all patients registered in the system. Tapping the Patients Filter button allows you to search by a specific patient identifier, such as their name, date or birth or PHN.
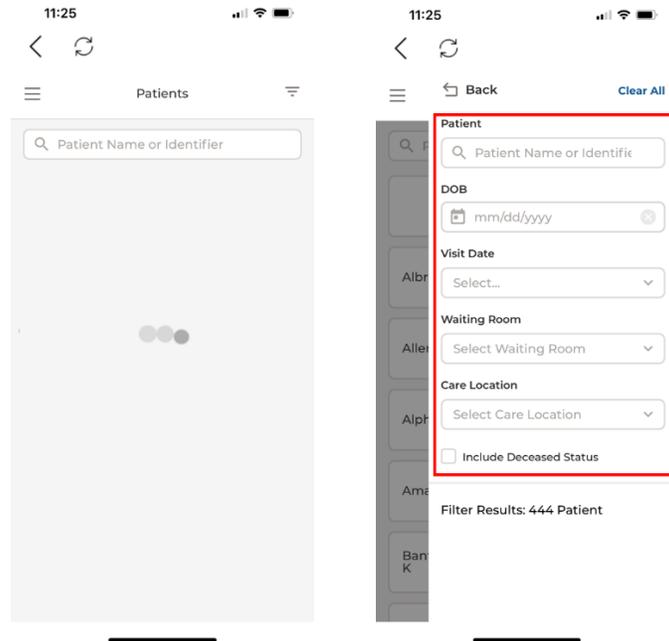
Waiting Rooms

Displays all waiting rooms you have access to, and allows you to join and schedule appointments.
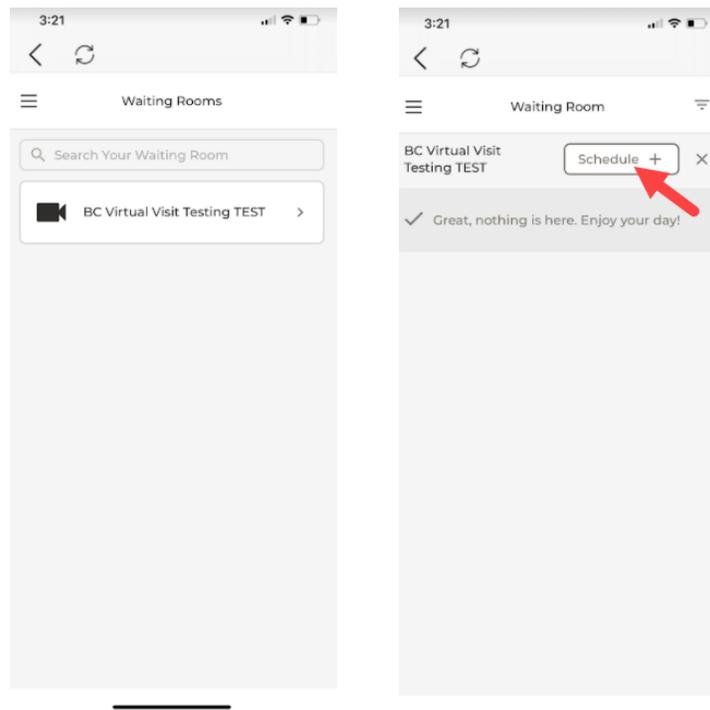
Technical Support: BC Service Desk and Clinical Service Desk x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free)

Last updated: May 9, 2023

Starting an Appointment

Step 1: Select a scheduled appointment from your Queue or Waiting Room by clicking anywhere on the appointment bar

Step 2: Verify you are connecting with the correct patient by double-checking patient *name*, *DOB*, *gender* and *PHN*.

Tap **Connect** when you are ready
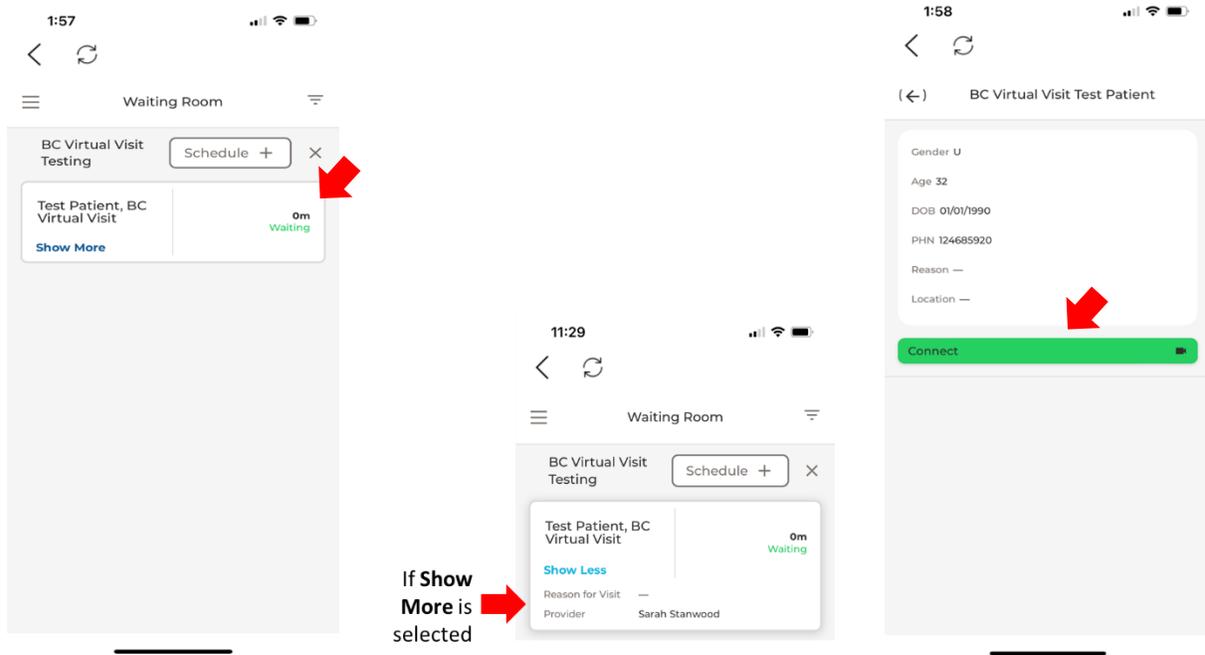
If **Show More** is selected

www.islandhealth.ca/bcvirtualvisit

Technical Support: BC Service Desk and Clinical Service Desk x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free)

Last updated: May 9, 2023

BC VIRTUAL VISIT | island health

## BC Virtual Visit Provider View

Active Speaker

Once connected to the call, the **show active speakers first** feature is enabled by default, allowing you to view those who are speaking or have spoken recently. It is disabled when you scroll through the video thumbnails on the top of the screen. Tapping on the icon shown in the feature disabled screenshot re-enables it.

Feature Enabled   Feature Disabled
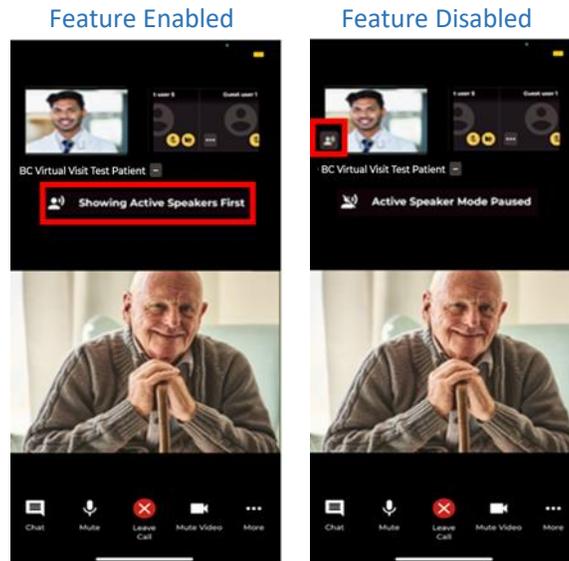
Fill to Frame

You also have the option to have the video **fill to frame**. This is not enabled by default, and will need to be manually adjusted each video visit. This feature can be accessed by tapping the **ellipses** icon next to the participant's name.
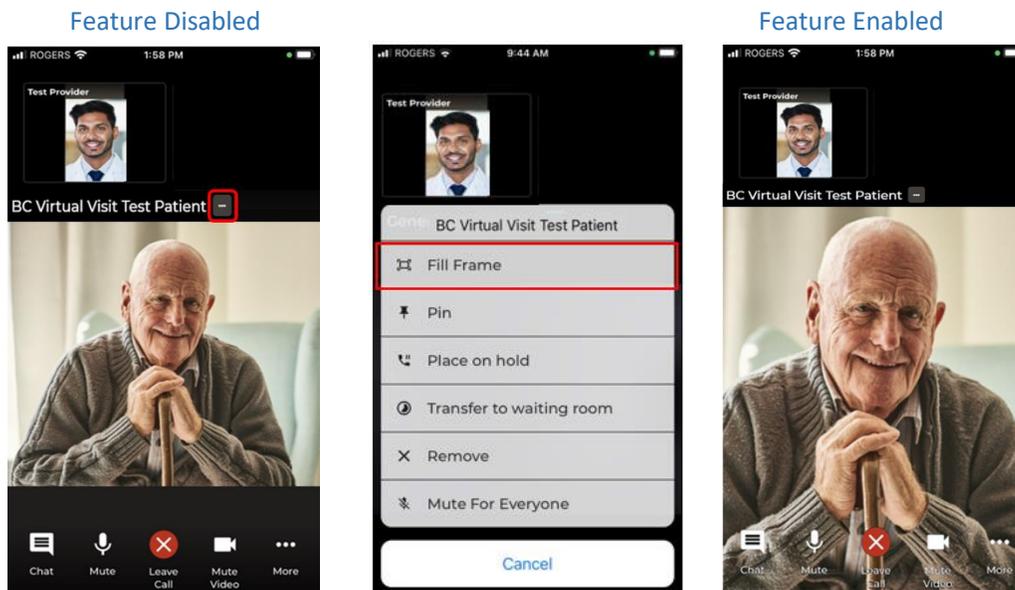
Feature Disabled   Feature Enabled

www.islandhealth.ca/bcvirtualvisit

Technical Support: BC Service Desk and Clinical Service Desk x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free)

Pinning

An additional video viewing feature allows you to **pin** up to two other participants' videos. Unlike on the provider desktop or web application, you are not able to pin yourself. This allows for side by side viewing of two participants (e.g. two patients, a patient and a guest, or even a patient and a second provider). To enable this feature, click the ellipses next to both participants and select **Pin**.

Feature Disabled   Feature Enabled
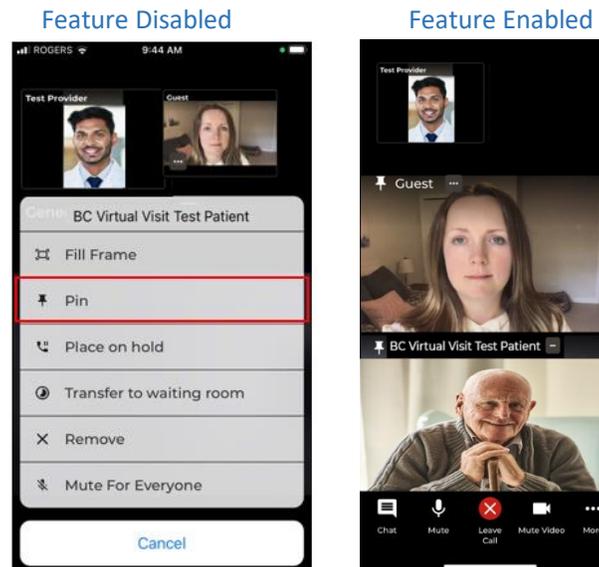
Placing on Hold

There is another feature available which **places the client and/or a guest on hold**. This allows you to have a brief private conversation without them on the call. When you're ready to bring the participant(s) back to the call, simply click the ellipses again and select **Resume call**. This supports an improved workflow as you do not need to navigate back to the waiting room to reconnect with the patient.
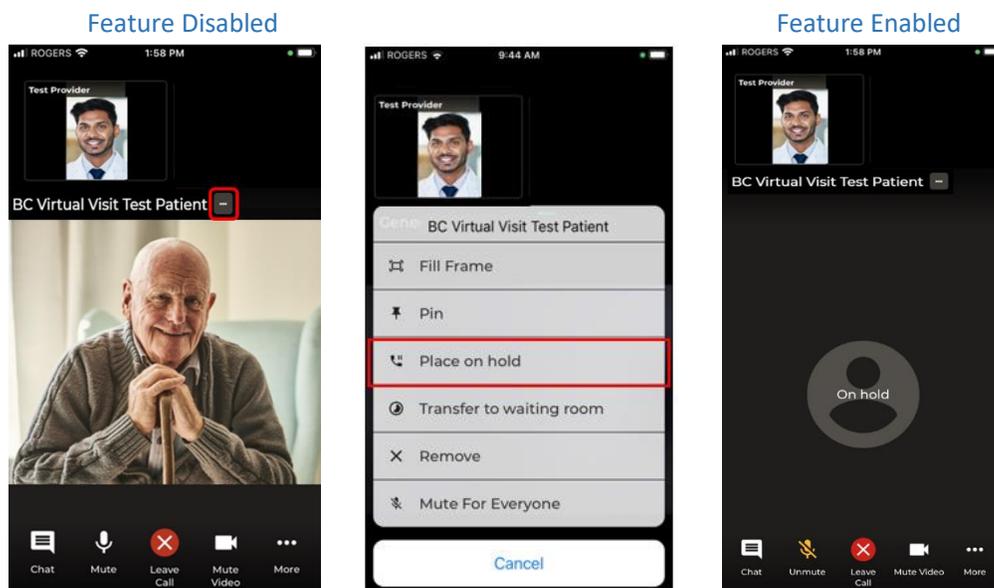
Feature Disabled   Feature Enabled

www.islandhealth.ca/bcvirtualvisit

Technical Support: BC Service Desk and Clinical Service Desk x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free)

BC VIRTUAL VISIT | island health

Muting for Everyone

The **Mute for Everyone** feature allows provider(s) on a call to mute individuals in a video call for all participants. When a provider mutes a user, the user will be notified that they have been muted by the host.

Feature Disabled   Feature Enabled
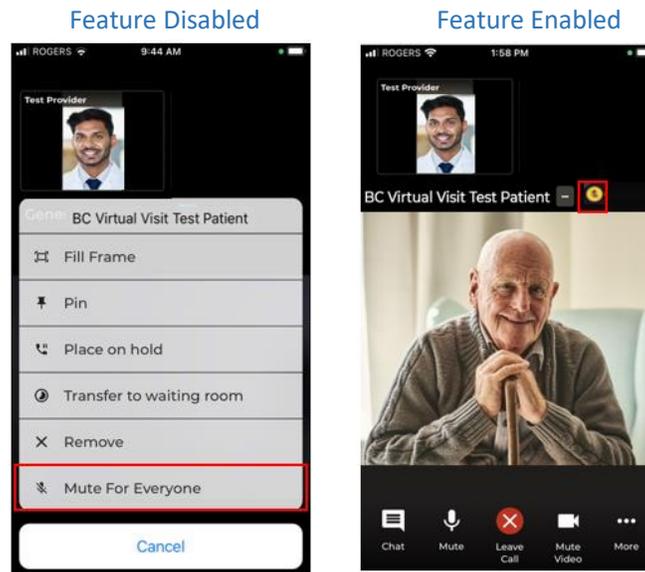
Within the call, providers are able to access more functionalities by clicking the **More** icon . Below is a list of functionalities that are included this **More** icon:

- Switching between front and back camera

- Hide and unhide the small video windows at the top of the screen

- Invite additional participants such as guest providers or family members

- Blurring the background in your video
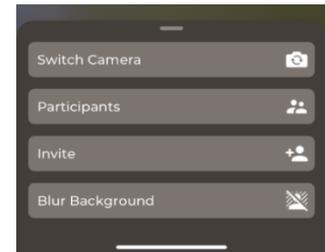
NOTE: The blur background feature is currently only available for Apple devices within the last 3 years. If you are using an older device model, you may not be able to see this blur background option in the call.

Adding Additional Participants – During an Appointment

Step 1: While the session is live, click *Invite* option under the **More** icon.

Step 2: On the Invite tab perform one or more of the following as needed:

a. Invite another BC Virtual Visit practitioner using the Providers field

BC VIRTUAL VISIT | island health

Tap on **Others** to:

b. Copy the URL and share as needed

c. Enter the invitee's email, then tap on the arrow at the end to send

d. Enter the invitee's phone number, then tap on the arrow at the end to send

Tap on **Patients** to:

e. Add additional patients or guests into the live call that are waiting in the waiting room. Select the checkbox next to their name and then select **Invite** to add them to the call.
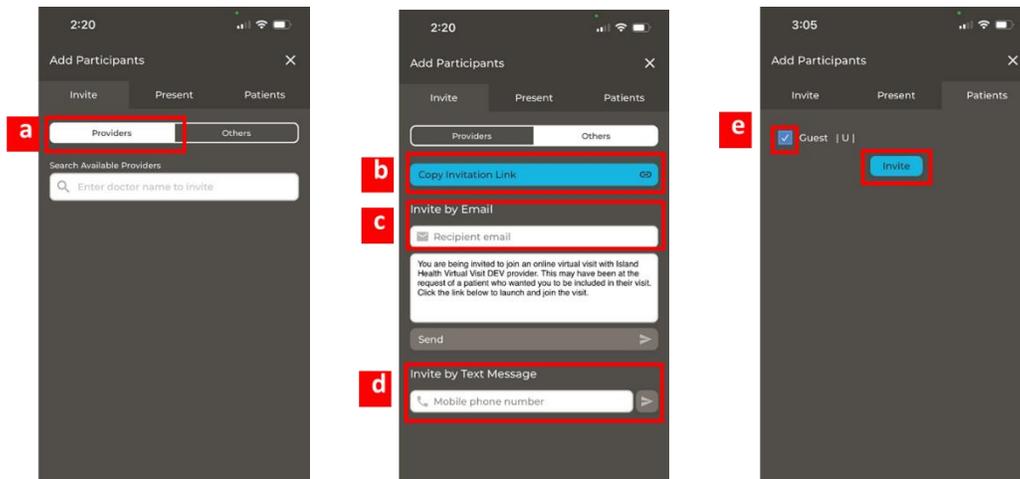
Leaving a Call

Step 1: Tap the **Leave call** button at the bottom of the video screen.

Step 2: In the window that appears:

▪ Tapping **LEAVE AND HOLD CALL** will remove yourself from the call and place the patient back in the waiting room with an 'On Hold' status.

▪ Tapping **END THE CALL FOR ALL** will end the call for all participants and provider will receive a prompt to take a survey

www.islandhealth.ca/bcvirtualvisit

Technical Support: BC Service Desk and Clinical Service Desk x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free)

Last updated: May 9, 2023