



# iPhone Provider Application

Information for healthcare professionals

**Purpose:** To provide guidance on how to use the BC Virtual Visit provider iOS app on a personal 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.

**IMPORTANT:** Please download both the **BC Virtual Visit Provider App**  and the **BC Virtual Visit Patient App**  from the Apple App Store.

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

The **BC Virtual Visit Patient app** allows you to enter an appointment via SMS or email invitation as a guest or while helping a patient attend through your device.

**NOTE:** Depending on your App Store settings, you may be prompted to enter a password, use Face ID or Touch ID to complete the download process. If you require assistance at this step, please refer to support documents on the Apple website as required: [Resetting Apple ID](#), [Touch ID](#), [Face ID](#).

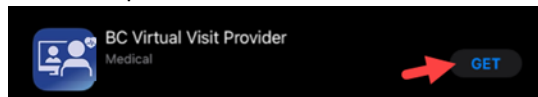


**Step 1:** Tap on the **App Store** icon on your iPhone

**Step 2:** Tap on **Search** at the bottom of your screen and type in **BC Virtual Visit Provider**



**Step 3:** Tap on **Get** to start the download process



**Step 4.** Repeat steps 1-3 to download the BC Virtual Visit patient app. Search for **BC Virtual Visit** in step 2 to download the patient app.

**Step 5.** After downloading both applications, you will see the BC Virtual Visit Provider and BC Virtual Visit Patient icons on your Home Screen



## Logging into the BC Virtual Visit Provider iPhone App

**NOTE:** If you do not have the app installed and attempt to access BC Virtual Visit via Safari or another browser, you will see the following prompt. Please follow the steps above to download the app. If you do have the app and accidentally try to access BC Virtual Visit from a browser, you may tap on Open app to be redirected into the app.

To continue with this device, you are required to download our free app from the app store.

[Open app](#)

**Step 1:** After downloading the app, tap on the **BC Virtual Visit Provider** app icon from your home screen.

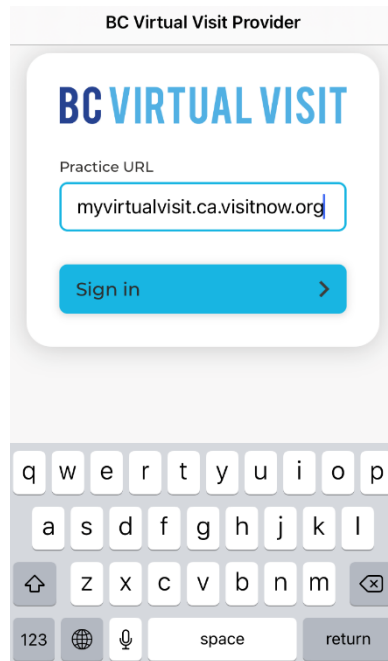


**Step 2:** If this is your first time, please manually type **myvirtualvisit.ca.visitnow.org** under **Practice URL**.

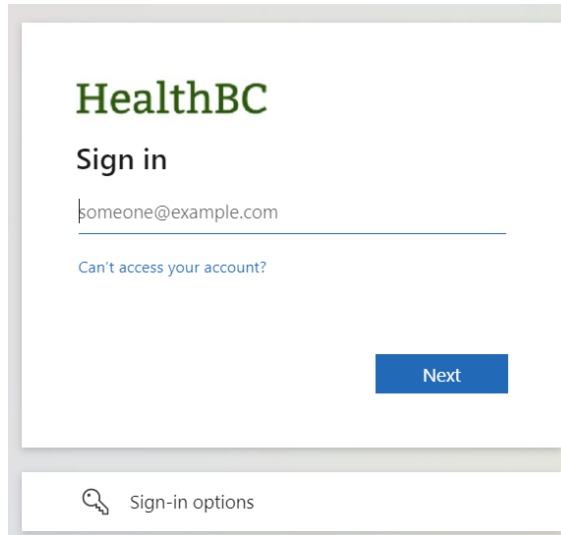
If you have used this app before on this device, URLs you have accessed previously will show in the dropdown list. Click **Sign in** to be re-directed to your login page.

[www.islandhealth.ca/bcvirtualvisit](http://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)



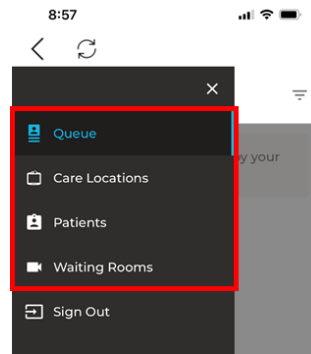
**Step 3:** Sign in using your **Island Health email and password.**



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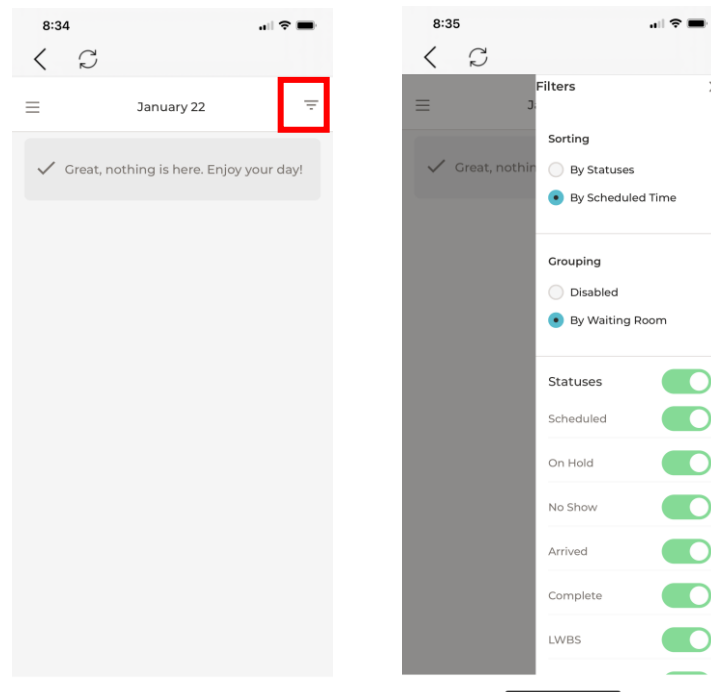
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## Understanding the Queue, Patients, Care Locations and Waiting Rooms



### 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.

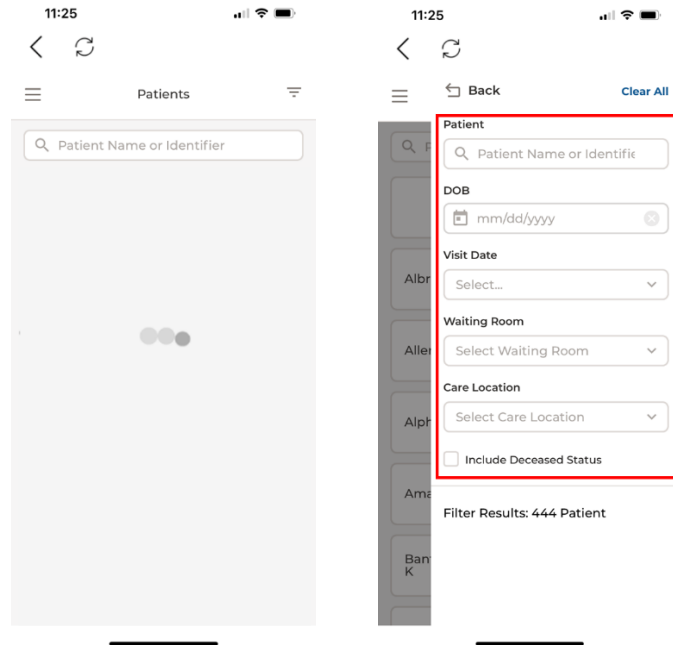
**If your program has not been set up to deliver care through Care Locations, please disregard this page and do not call any of the Care Location devices directly.**

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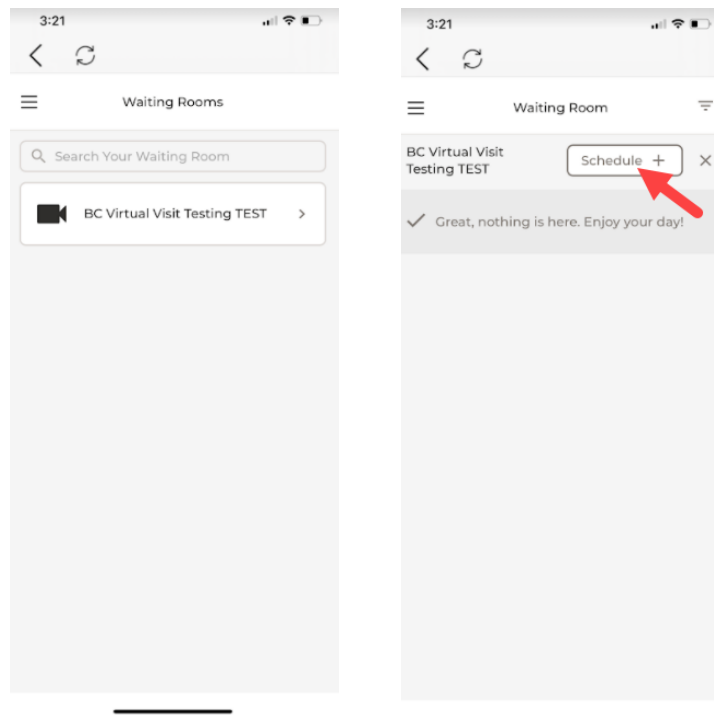
## Patients

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.



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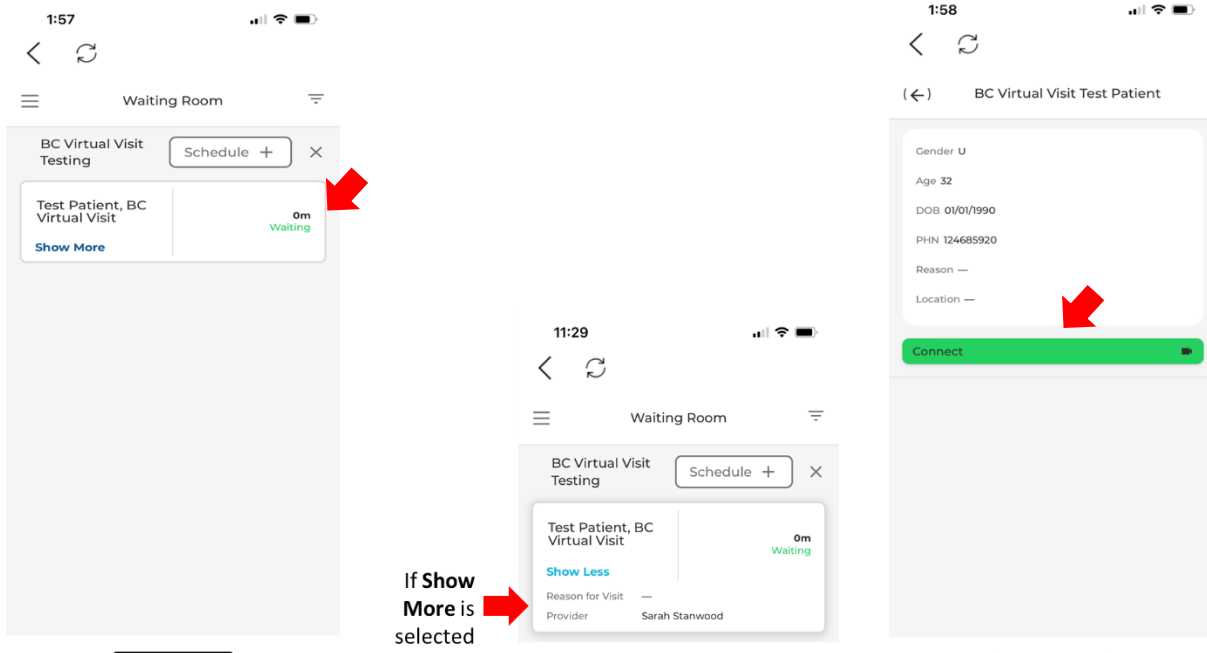
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## Starting an Appointment

**Step 1:** Select a scheduled appointment from in your Queue 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



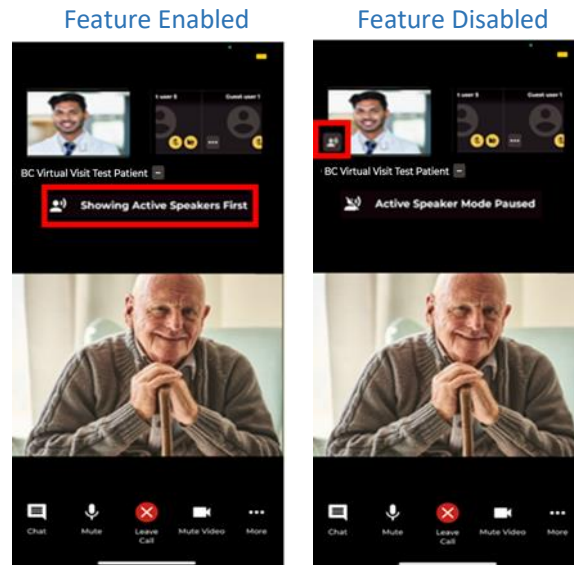
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## BC Virtual Visit Provider View

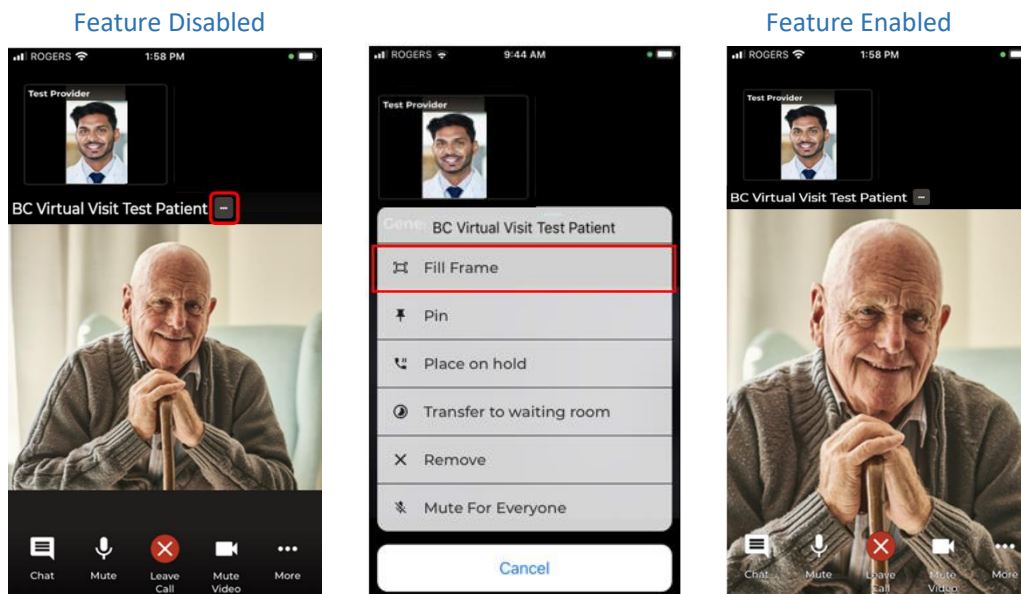
### Active Speaker

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.



### 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.



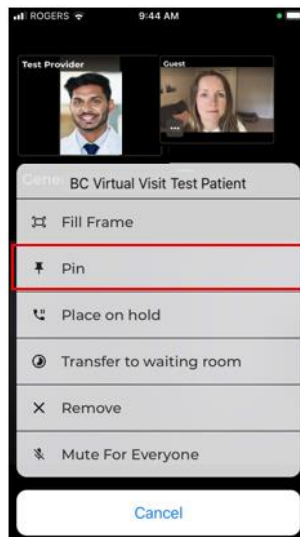
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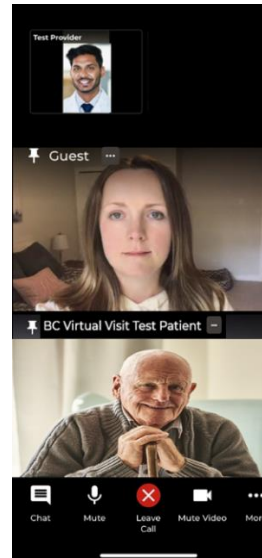
## Pinning

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 participant and a second provider). To enable this feature, click the ellipses next to both participants and select **Pin**.

Feature Disabled



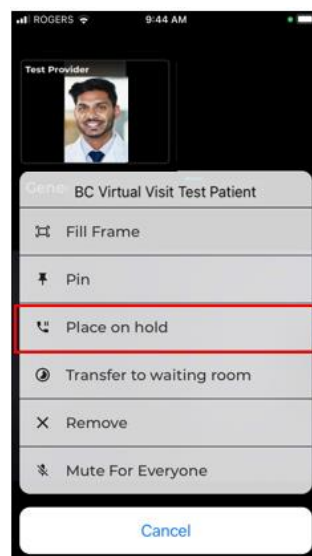
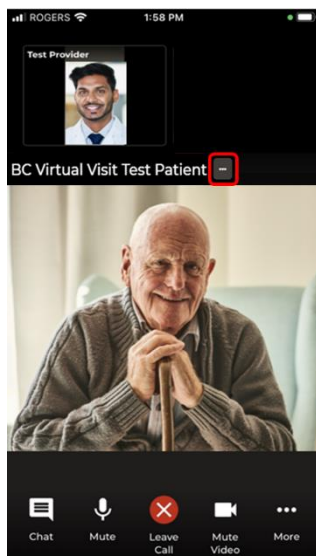
Feature Enabled



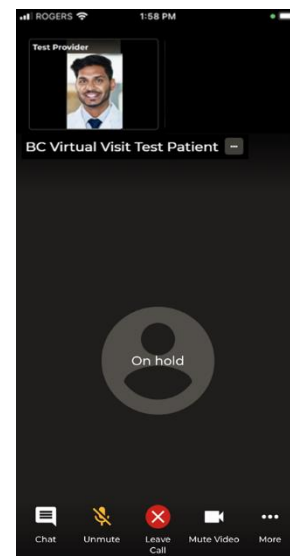
## Placing on Hold

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



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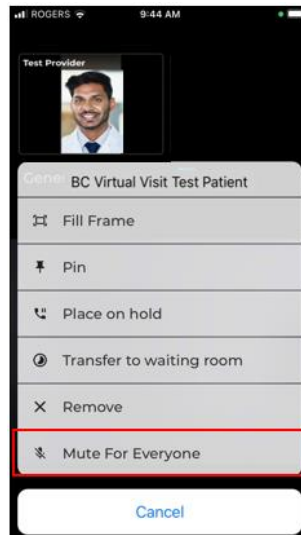
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## Muting for Everyone


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

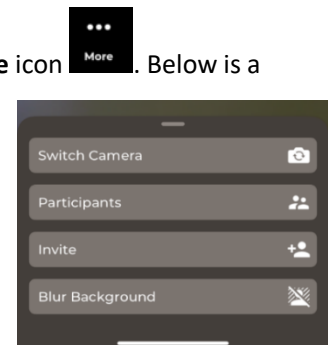


Feature Enabled



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:

- Invite another BC Virtual Visit practitioner using the Providers field

Tap on **Others** to:

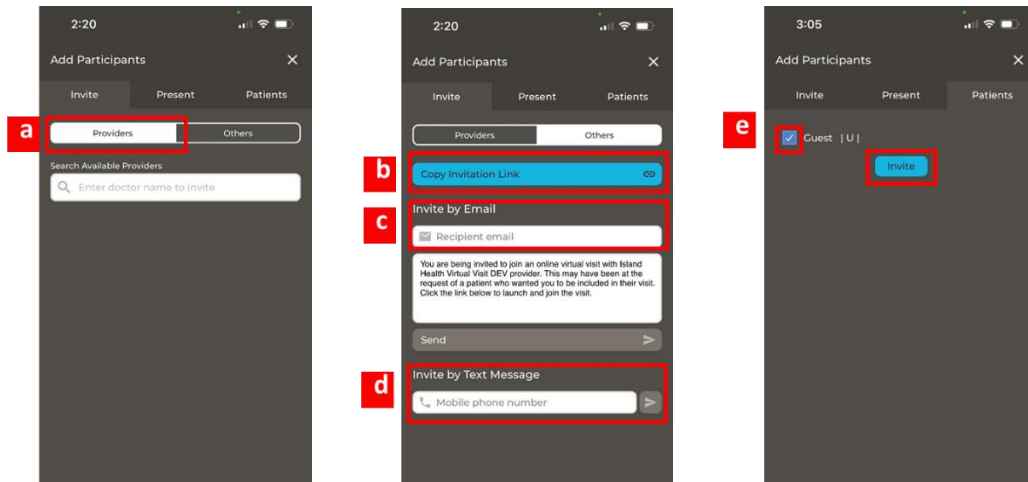
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- b. Copy the URL and share as needed
- c. Enter the invitee’s email, then tap on the arrow at the end to send
- d. Enter the invitee’s phone number, then tap on the arrow at the end to send

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.



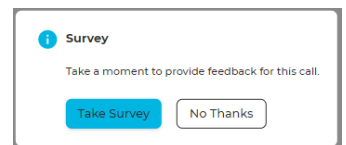
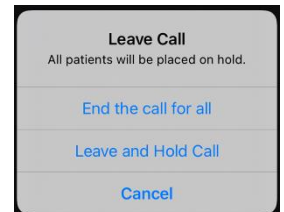
### Leaving a Call



**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



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