Attending a BC Virtual Visit Appointment
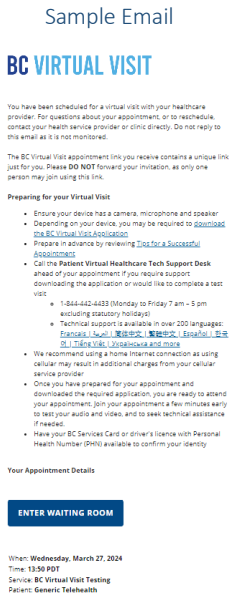
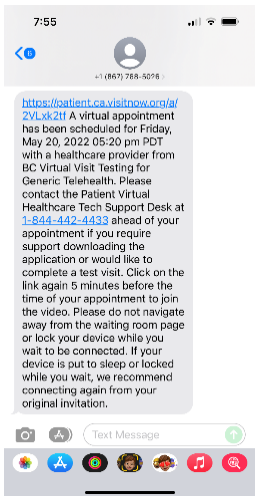Information for clients with scheduled visits
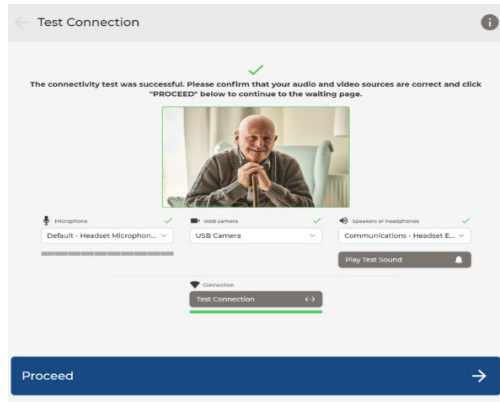
Tips to Ensure a Successful Appointment

Before Your Virtual Visit Appointment
• Once you have been scheduled for an appointment using BC Virtual Visit, you will receive an email or text message (SMS) invitation, or both, depending on the contact information stored on your profile. • Please DO NOT forward your invitation to others as it contains a unique link just for you. If others try to join using the same link, their audio and video will be blocked. • If you would like family members or supports to join your virtual visit from another location, talk to your healthcare provider or clinic before your appointment to make arrangements.
At the Time of Your Virtual Visit Appointment
• Join your appointment 5-10 minutes early to allow time to test your connection and get technical help if needed. • Have your BC Services Card or driver's license with Personal Health Number (PHN) available to confirm your identity. • Sit a few feet (1 meter) away from your camera, and avoid bright lights or other distracting objects behind you. • Plug-in your device to ensure you don't run out of battery power during your consult. • We recommend connecting to your home Internet (Wi-Fi). Using virtual are tools on cellular data plan may result in extra charges from your telecommunications provider.
Ensuring your device and browser is supported

Your device should be no more than five years old. Supported device types could include:
 	
  • Computers or laptops (Windows/Apple)
  • Mobile tablets or phones (Android/Apple)
 	
Note: Your device **must** have a camera, microphone and speaker.
 	
Your device will support BC Virtual Visit appointments if you are able to:
 	
  • Watch a video on YouTube® or Netflix®, and
  • Use Skype®, FaceTime®, WhatsApp® video call or any other video platform
 	
You may be required to download our virtual care application. **Ensure you have the required application for your chosen device prior to your scheduled appointment**. Please visit the [Downloading the BC Virtual Visit App](#) page on our public website.
 	
Supported Internet browsers include: Chrome , Firefox , Edge or Safari ; Internet Explorer is not supported and will not work.

Technical Support and General Inquiries
For urgent help with your connection, joining your appointment or even finding your appointment email, please contact the **Patient Virtual Healthcare Tech Support Desk** at **1-844-442-4433** available **Monday to Friday 7 am - 5 pm** (excluding Statutory Holidays). Contact your provider's office if you have questions about your appointment or need to reschedule.

Attending a BC Virtual Visit Appointment
Information for clients with scheduled visits

Joining your BC Virtual Visit Appointment Invitation
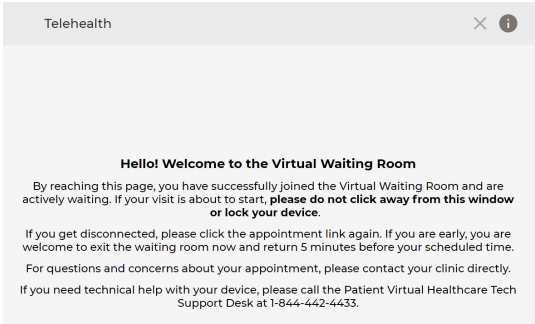
1	2
Open your email or text message (SMS) appointment invitation: Sample Email Sample Text Message (SMS) Click the **ENTER WAITING ROOM** button or appointment link to join the virtual waiting room. If required, copy and paste the appointment link into a supported browser. If you were expecting an email invitation but do not see it, check your spam or junk folders.	Click the **Check-In** button to proceed with the test. It is highly recommended to test your audio and video connection prior to your visit to ensure you have enough time for technical support if required. You may see a prompt to allow access to your camera and microphone, select "Allow". Your audio/video and internet connection is good if: 1. You can see yourself in the video window. 2. Green microphone bars light up as your speak. 3. You can hear a sound if you click **Play Test Sound**. 4. Your connection is stable if you see a green check mark next to the Connectivity Test. *If you are using a mobile device, this page will appear slightly different. Once you have completed the test connection on your device, select **Proceed** to enter the waiting room.
3	4
You are now in the virtual waiting room, your healthcare provider will connect shortly. **Keep this window open!** Do not close your Internet browser or lock your device while you wait for your healthcare provider to connect. If your device goes to	During your appointment: • Your healthcare provider will ask you to identify yourself and any other people that may be attending the appointment with you.

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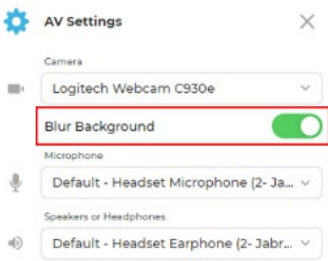|	
sleep or is locked while you wait, you may need to join again from your original invitation. This is what the waiting room screen looks like: 	• For your safety, your healthcare provider may ask for your address or location at the start of your appointment. • If you feel uncomfortable with the virtual visit at any time, please tell your healthcare provider. Your appointment can be rescheduled to occur over the telephone, in a telehealth room, or in-person. This is what the screen will look like when your healthcare provider joins and your virtual appointment has started:

If you end the call by mistake, click the link in your appointment email or SMS text message to re-join. If that doesn't work, contact your healthcare provider's office and ask them to send you another appointment invitation.

If your healthcare provider ends the call by mistake, stay in the Virtual Waiting Room until they re-join.

Features and Functionalities within the Call (refer to image above)

	Basic Features
2	Chat with participants during the video **Note:** a flashing chat icon indicates you have unread messages
3	Select or change video and audio devices, and allows you to blur your video background
4	Mute/unmute your audio
5	Switch your camera off/on

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6	End call and then select *END*
Do you want to end the call?
Cancel · End
9	Icon used to indicate all healthcare provider(s) on a given video visit
Note: the icon will be visible if joining your visit from the desktop, web browser, or iOS application
Advanced Features	
1	Hide/show participants small video windows
7	Provides options for viewing your own video:
1. Clicking *FILL FRAME* will fill your screen with your own video. To exit this view, click the ellipses **…** again and select *FIT VIDEO.*
2. Clicking *PIN* will ensure your video stays on the screen. **TIP:** Pin a second participant such as the healthcare provider for a side by side video view. To exit this view, click the ellipses again and select *UNPIN.*

Desktop & Web App   iOS App

Note: on the iOS application, you will *not* have any options for your own video. This means that you cannot pin and/or fill frame with your own video like you can on the desktop or web browser applications. |
| 8 | Provides video viewing options for the healthcare provider(s):

1. Clicking *FILL FRAME* will zoom in on the healthcare provider and fill your screen with their video. To exit this view, click the ellipses **…** again and select *FIT VIDEO.*
2. Clicking *PIN* will ensure the healthcare provider's video stays on the screen. **TIP:** Pin a second participant such as a second healthcare provider or yourself for a side by side video view as shown below:

To exit this view, click the ellipses **…** again and select *Unpin.*

Note: you can pin and/or fill frame other participants video (healthcare providers or guests) when joining your visit from the desktop, web browser, or iOS application. |