

Completing a Test Appointment

Information for healthcare professionals

Purpose:	To outline the steps for healthcare professionals on conducting test calls in the production environment with clients or colleagues in order to ensure both audio and video function as expected prior to a clinical appointment.
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Scheduling Test Calls from the BC Virtual Visit Production Environment

NOTE: ALWAYS schedule against the test client provided in the system: **Test Patient, BC Virtual Visit**. Do **NOT** to create any other test client profiles in the PROD environment.

1. Login to BC Virtual Visit through the Desktop App or browser at myvirtualvisit.ca.visitnow.org
2. Select the waiting room you would like to conduct the test call from
3. Schedule an appointment using the following test profile: **Test Patient, BC Virtual Visit**
4. You can add yourself as the **Assigned Provider** if you wish, but this will have no impact on your ability to connect with the test patient
5. Under **Reason(s) for Visit**, select **“Test Appointment”** and click **Confirm**

The screenshot shows the 'New Visit' form with the following details:

- Patient Name:** Test Patient, BC Virtual Visit
- Waiting Room:** BC Virtual Visit Testing
- Patient Will Connect Through:** Patient's personal device (selected)
- Assigned Provider:** Select Assigned Provider
- Date:** 24-04-2024
- Start Time:** 10:30
- End Time:** 10:35
- Reason(s) for Visit:** Test Appointment (selected)

6. In the appointment summary page as shown below, type in the email of the person you are testing with. If they prefer a text message, enter their mobile phone number into the SMS field instead.
*This information will not be saved against the test profile.

Appointment

BC Virtual Visit Test Patient

Wednesday, 24 April 2024,
10:30 - 10:50

Scheduled ▾

Reschedule or **Cancel** visit.

Assigned Provider

Generic Provider

Edit


Reason(s) for Visit

Test Appointment

Edit


Patient notifications

 At scheduling 24-04-2024 10:34
Email, SMS

 Notify patients when a provider joins the call
Email, SMS

Share

URL for the recipient

Copy 

Email Invitation

Send ▾

SMS Invitation

 ▾ +1 (250) 555-5555

Send ▾

7. Click **Send** to forward the appointment invitation. Join the test call as per usual from your Queue or Waiting Room.

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)