Preparing for and Attending a MyVirtualVisit Appointment

Before MyVirtualVisit Appointment

Prior to your first MyVirtualVisit appointment, and with help from your clinical programs, you will:

- ✓ Test the audio/video and network connection of your device
- ✓ Confirm your identity and provide information for your provider to create your profile in MyVirtualVisit
- ✓ Sign a consent for the use of email/text message
- ✓ Test your ability to receive an email from MyVirtualVisit

Note: Please attend all your appointments in a private, well-lit, noise-free space with a closed door. Sit 2-3 feet (1 meter) from the camera; remove any distracting objects. Turn your camera away from bright sources of light to avoid your image looking black to the person on the other end.

Confirming Technical Requirements

Supported Devices

We recommend that the device you use for your MyVirtualVisit appointments is no more than *5 years old* and is running the latest operating system available. These could include:

- Computers (Windows/Apple) and Mobile Devices (Android/Apple)

Your device will support MyVirtualVisit appointments if you are able to:

- Watch a video on YouTube® or Netflix®
- Use Skype®, FaceTime®, WhatsApp® video call or any other video platform

Note: It is recommended to plug your device in, or have a power source readily available during your appointment, as video connections may affect your device's battery life.

Supported Browsers

Ensure you are using the latest version of any of the following browsers:

Google Chrome   Firefox   Safari

Internet Access

We recommend that you use a home Wi-Fi or wired and avoid using public Wi-Fi connections (e.g. guest Wi-Fi at a coffee shop) for your MyVirtualVisit appointments.

If it is necessary to use public Wi-Fi connections, please ensure to review the terms of use when connecting, as it may have the right to capture or your record information.

Note: Using MyVirtualVisit on a cellular network uses cellular data. It is important to be aware of your data plan in order to avoid any additional charges.

Joining your Scheduled MyVirtualVisit Appointment

1. You will receive an appointment invitation via email (left image) or SMS (text) (right image) message containing appointment information and a **link** for your scheduled appointment.

> **Note:** If you do not see an email in your inbox, please check your 'Junk' folder. This is especially relevant for first-time users using a Hotmail email account.

MyVirtualVisit
Provided by Island Health

Hello

You have received the following MyVirtualVisit invitation which will allow you attend your appointment online.

When: **Thursday, December 12, 2019**
Time: **11:00 am PST**

If you have questions about the date and time of your appointment or need to cancel or reschedule, please contact your program/clinic.

At the time of the appointment please enter the waiting room.

ENTER WAITING ROOM

OR please copy this link into either Chrome or Firefox

https://patient.ca.visitnow.org/start/454678d0e259e0da943b9539cc98f47bcebefde4

For technical support, please contact the MyVirtualVisit Support Desk at 1-888-519-1880

To ensure the best video experience, we suggest you review the My Virtual Visit guidelines and support materials on our website: https://www.islandhealth.ca/myvirtualvisit

If you received this email in error, please contact your program/clinic or the MyVirtualVisit Support Desk at 1-888-519-1880.

-myvirtualvisit-testing

You have been sent a MyVirtualVisit appointment invitation for Wednesday, December 11, 2019 09:40 am PST, which will allow you to attend your appointment online. Please use the following link to join at the time of your appointment: https://patient.ca.visitnow.org/start/8cebfcd5518bc32f55656cfff920e99e26989364 For support, please contact the MyVirtualVisit Support Desk at 1-888-519-1880

> **Note:** Please do not share the MyVirtualVisit email/SMS invitation with others, as it is intended only for you.

2. Click "Enter Waiting Room" from your invitation. If MyVirtualVisit launches in an unsupported browser, you will be required to copy and paste the link into one of these supported browsers:

3. Proceed through the check-in process until you reach the **Virtual Waiting Room** page.

> **Note:** Once you are in the **Virtual Waiting Room**, do not close your browser or exit the screen. Once connected you will be required to identify yourself, and any other participants that may be attending the appointment with you.

MyVirtualVisit Patient View
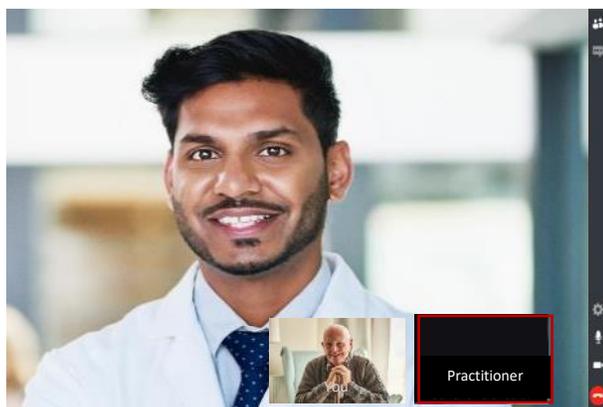
Hide/show participant's small videos

*Chat with your provider during the video call. **Note**: the chat can help if you cannot hear your provider or they can't hear you.*

To select or change video or audio devices, such as cameras and speakers

Muting your audio

Switching your camera off

Ending the call

> **Note:** If you feel uncomfortable with the virtual visit at any time, please inform your provider, and the appointment can be re-scheduled for an in-person or telehealth room visit. For your safety, your provider may ask for your location at the start of your virtual visit.

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![island health]

What Do I Do If The Call is Accidentally Disconnected

Action	Results
You ended the call by mistake	You can return to the call by re-entering the link to the appointment received in your email.
Your provider ended the call by mistake	You can remain on the call alone until your provider re-joins
You accidentally ended the call, and cannot return to the call	To reconnect with your provider/clinician please contact your program/clinic by phone to request another appointment invitation

Getting Support for MyVirtualVisit

Please contact the MyVirtualVisit Support Desk at 1-888-519-1880 for technical support including, but not limited to:

- Confirming your device (computer, laptop, tablet, smartphone) will work for your upcoming appointment.

- Finding the correct browser and browser version to use for your appointment.
- Adjusting and connecting audio and video (speakers, microphone, camera).
- Confirming your internet connection is sufficient
- Finding your appointment email.
- Joining your MyVirtualVisit appointment.

> **Note:** Please remember that there will be no recording of the video appointments by any participant within the call.

Please contact the program/clinic providing your MyVirtualVisit appointment for:

- Scheduling inquiries
- Rescheduling appointments
- Cancelling appointments
- Information about your appointment or provider