

**Purpose:** To provide instructions on inviting patients to reconnect to a video call through email or text.

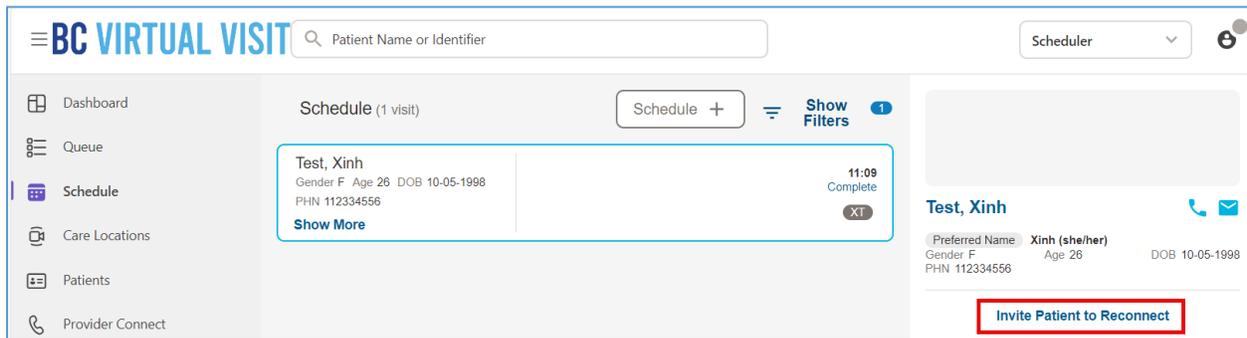
## Inviting Patients to Re-Connect

This feature allows you to easily send a new email and/or text message inviting patients to reconnect to a video call if they:

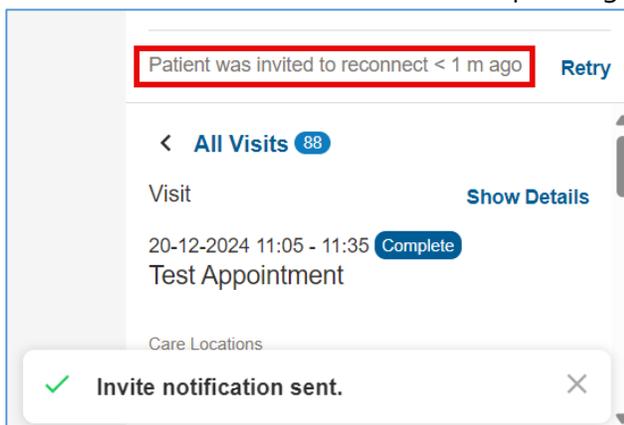
- a) Lose connection.
- b) Need to rejoin a previous video call.

BC Virtual Visit users can send email and/or text notifications directly from the Schedule or Queue tab by selecting the visit. This allows patients to rejoin without having to find their original message.

**1:** Click on the visit you wish to re-send an invitation for.



**2:** Click **"Invite Patient to Reconnect"** as outlined in red in the image above. You will see a pop-up indicating the notification has been sent, and a timer displaying how long since the invite's been sent. Patients will receive an email or SMS depending on the contact details in their profile.



## Sample Email

### BC VIRTUAL VISIT

<https://patient.ca.visitnow.org/start/803173d97838365c4039b82eb605d994a70c52c2>

Hello, a medical professional would like to reconnect with you for a recently scheduled virtual visit. Please click the link above to start the session and they will be with you momentarily.

## Sample SMS

<https://patient.ca.visitnow.org/start/96713199030e5443455e10e8781437ab4c673bd1> Hello, a medical professional from a recent virtual visit would like to reconnect with you. Please click the link above; they will join you momentarily.

 **NOTE:** The "Invite Patient to Reconnect" option will only appear if you are trying to re-connect with the patient within 2 hours of completing the visit. E.g., if your visit completed at 10am, but you are trying to re-connect with the patient at 12:01pm, this option will not be available.