

Purpose:

To provide instructions downloading and using the BC Virtual Visit Provider iOS Application on non-Island Health iPads.

IMPORTANT:

Download the BC Virtual Visit Provider App  from the Apple App Store. You will be using this app to connect to your visits.

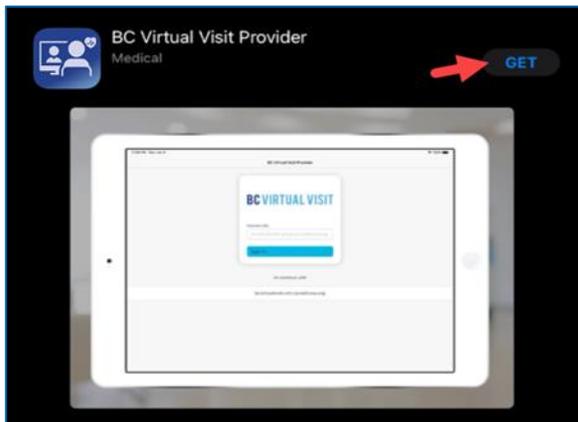
NOTE:

You may be prompted to enter a password, use Face ID or Touch ID to complete the download process depending on your App Store settings. Please refer to support documents on the Apple website as required: [Resetting Apple ID](#), [Touch ID](#), [Face ID](#).

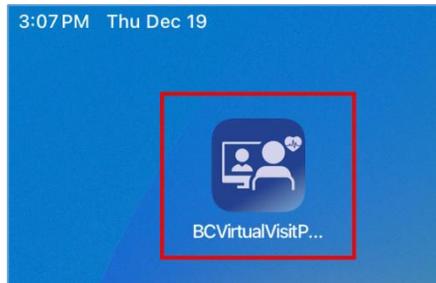
1. Tap on the **App Store** icon on your iPad. 
2. Tap **Search** at the bottom of your screen and type in **BC Virtual Visit Provider**.



3. Tap **Get** to start the download process.



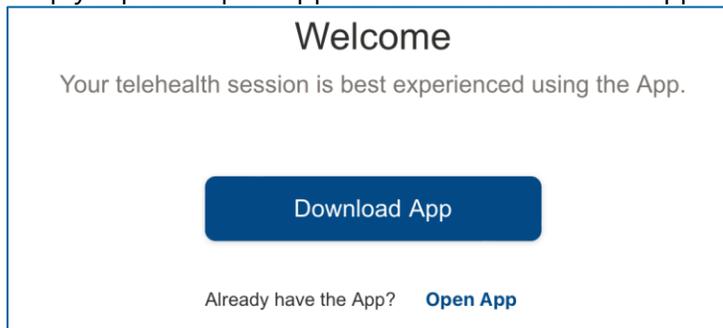
4. After downloading the application, you will see the BC Virtual Visit Provider icon on your Home Screen.



Logging into the BC Virtual Visit Provider iPad App

NOTE:

If the app is not installed and you try to access BC Virtual Visit through a browser, you will see a prompt with a message. Please follow the steps above to download the app. If the app is already installed but you attempt to access BC Virtual Visit through a browser, simply tap on "Open App" to be redirected to the app.



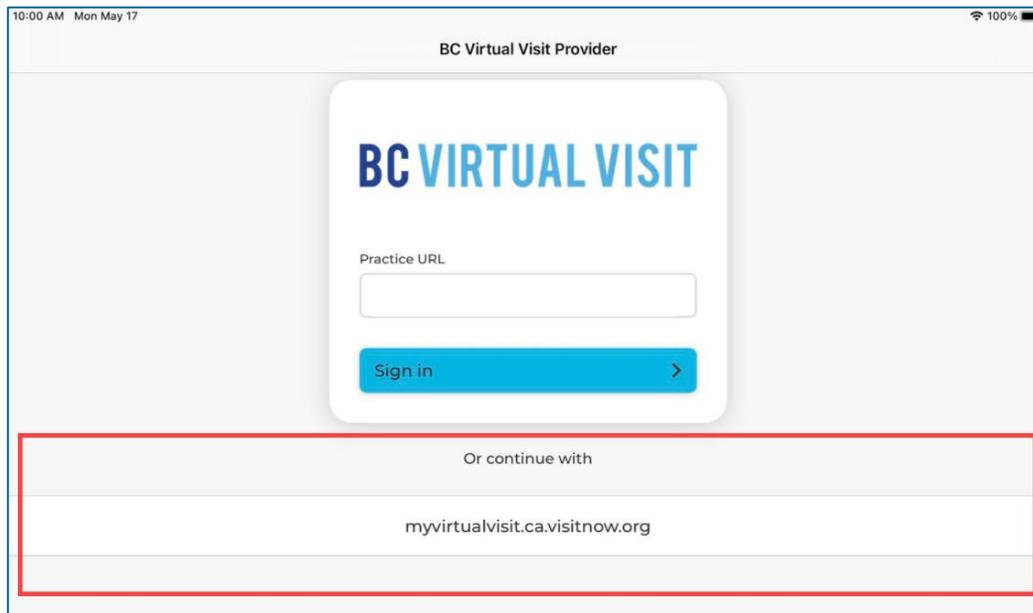
1. After downloading the app, tap on the **BC Virtual Visit Provider** app icon from your home screen.



- You are required to type in the BC Virtual Visit link, **myvirtualvisit.ca.visitnow.org**, the first time you open this app. Tap on **Sign In** after confirming you have entered the correct URL.

NOTE:

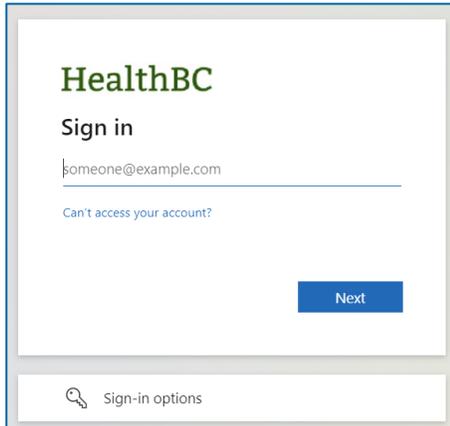
You don't need to enter the URL each time you access the app. The app will remember the URL you entered previously, as shown in the image below. Simply tap on the URL to go directly to the login screen.



- You will now see the following screen to login using your **Island Health email and password**.

NOTE:

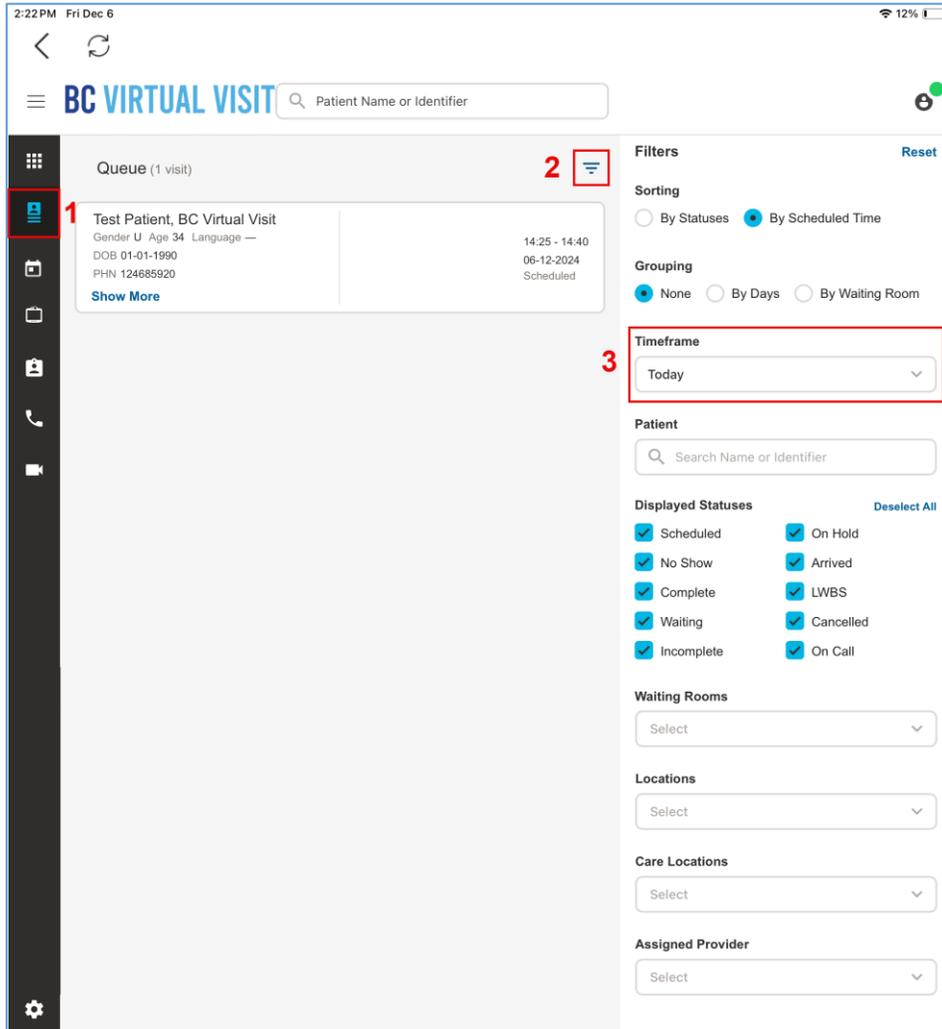
Logging into BC Virtual Visit from an external network (e.g., not connected onsite to an Island Health network or through VPN) will require multifactor authentication (MFA).



Configuring your Queue and Viewing Scheduled Visits

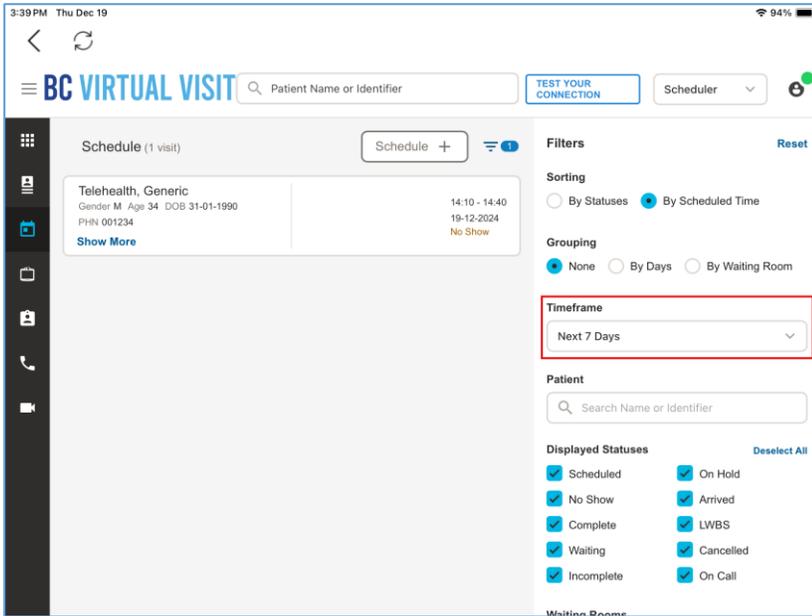
Your Queue can be configured to display your *daily visits* for ALL waiting rooms of which you are a member. This configuration will be saved for all future visits.

1. Tap on *Your Queue* from the Left Navigation Menu
2. Tap the *filter icon* on the right-hand side to configure the queue.
3. You can adjust the following options:
 - a. *Sorting*
 - b. *Grouping*
 - c. *Timeframe: Set to "Today" for a daily view.*
 - d. *Patient*
 - e. *Displayed Statuses*
 - f. *Filtering by: Waiting Rooms, Locations, Care Locations, or Assigned Provider*



Schedule

The Schedule tab lets you schedule visits and view your schedule for past and future days using the filters on the right side of the screen. The filter options available in the Schedule tab are the same as those in the Queue tab. For a weekly view, it's recommended to set the Schedule tab timeframe to **'Next 7 Days'**.



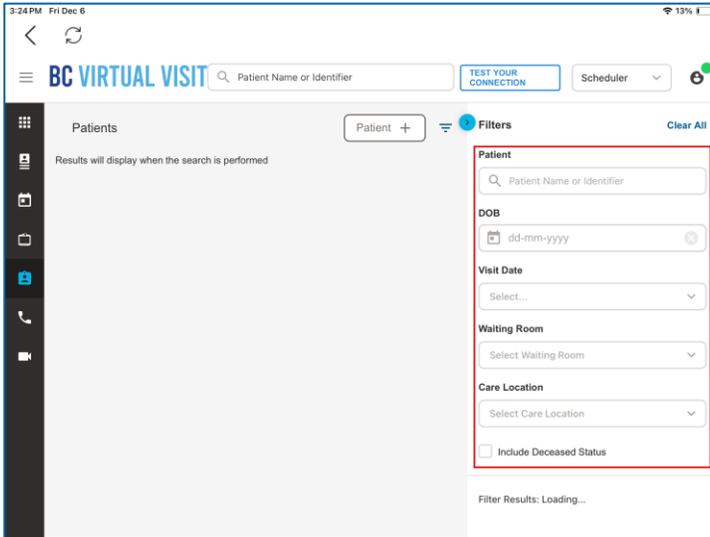
Care Locations

Care Locations are video enabled devices, such as an iPad, that allow patients to be connected directly to a BC Virtual Visit waiting room. Care Locations are typically used in workflows where patients are attending from an Island Health facility, and scheduling or registration of a patient is not required. Patients 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 tab and do *not* call any of the Care Location devices directly.

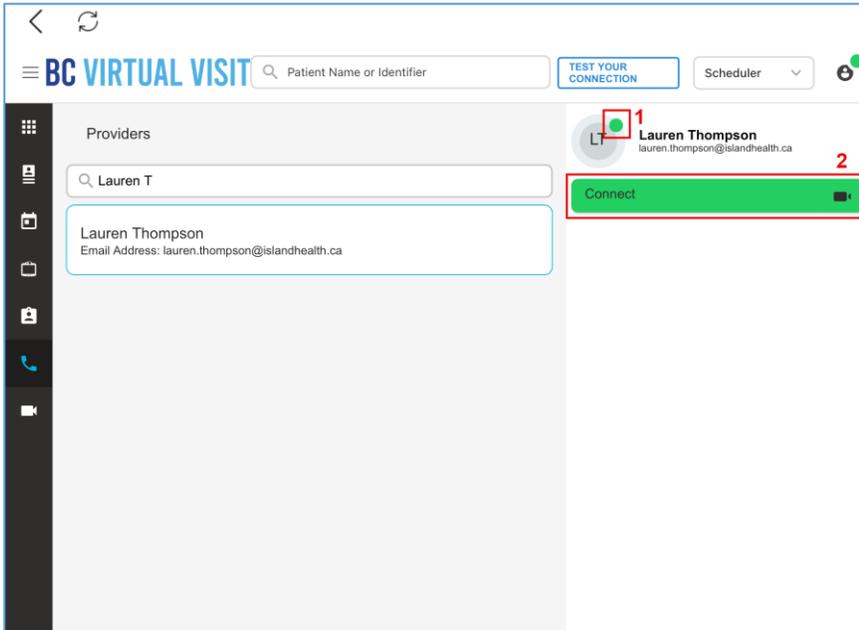
Patients

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 name, date of birth or PHN.



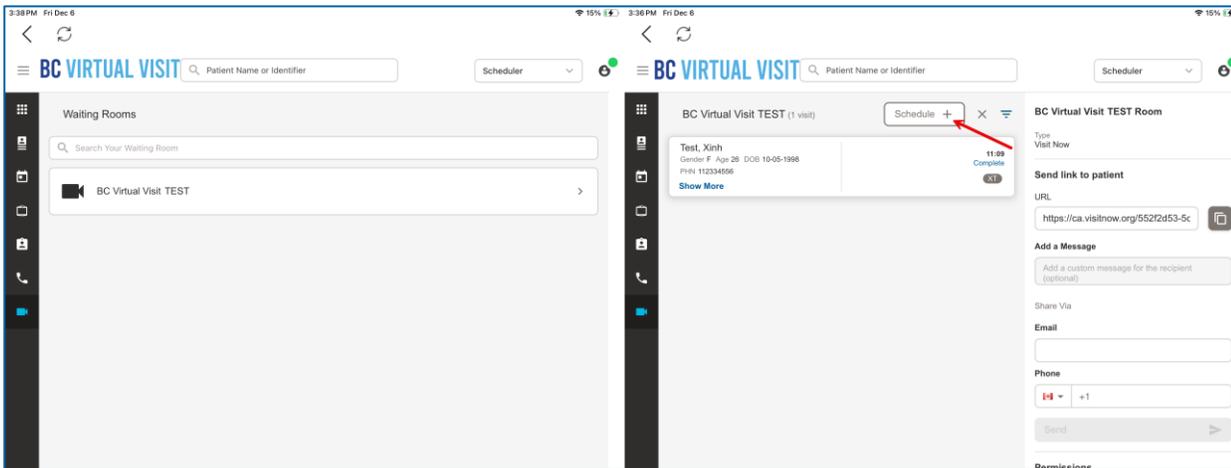
Provider Connect

Allows you to directly call another BC Virtual Visit user within the application. Search for the user you would like to call and view their status. User status is indicated by a small circle icon (1). Green indicates the user is available, red indicates the user is busy, and grey indicates the user is offline. After identifying who you'd like to call, tap "Connect" (2). The user you are calling can answer from their Queue.



Waiting Rooms

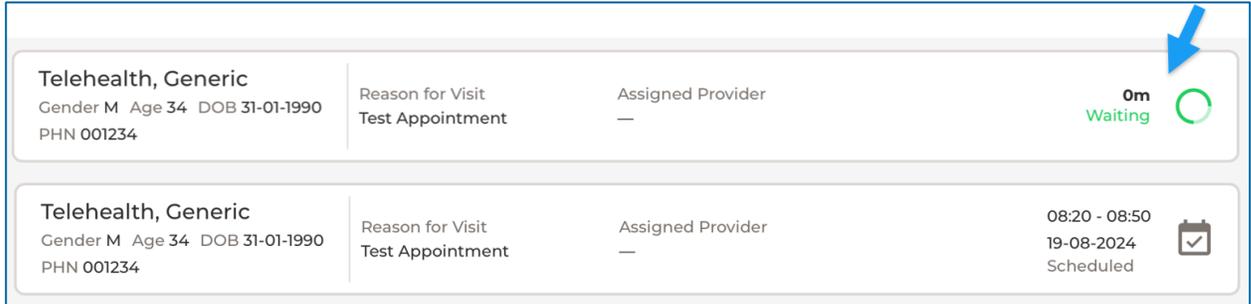
Displays all waiting rooms you have access to, and allows you to join and schedule visits.



Starting a Video Visit

1. Select a visit from your Queue or Waiting Room by tapping anywhere on the appointment bar.

- Once your patient has checked-in, you will see the status on the visit change to 'Waiting'.



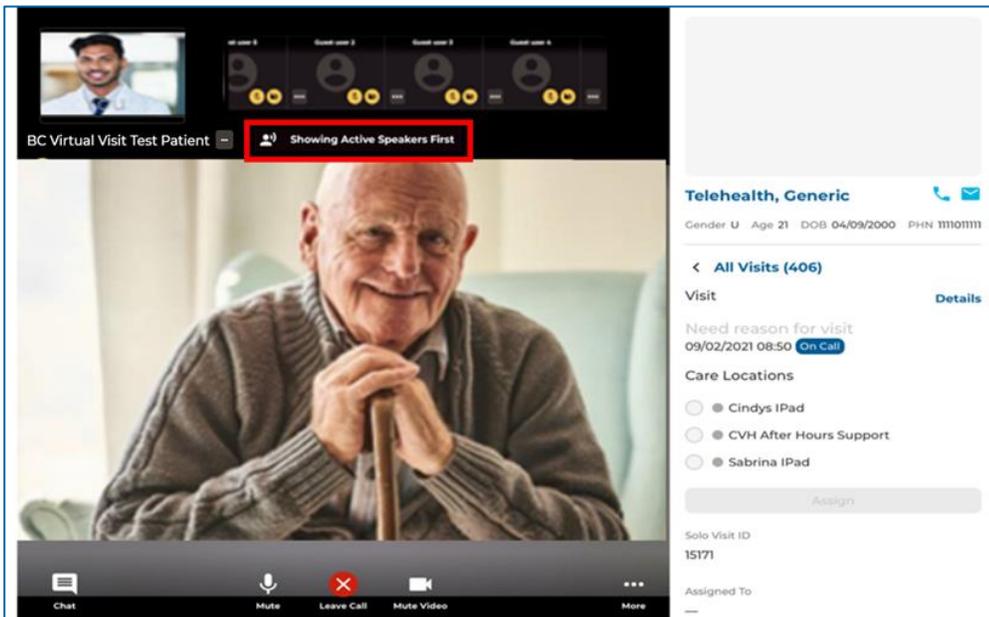
- Tap **Connect** located on the right side of the window.



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 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.

Feature Disabled



Feature Enabled



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

Feature Disabled

Feature Enabled (Pinned both Participants)



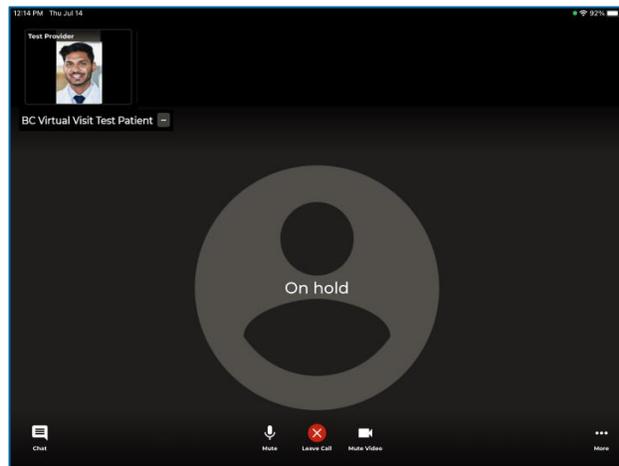
Placing on Hold

There is another feature available which **places the patient 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 tap 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

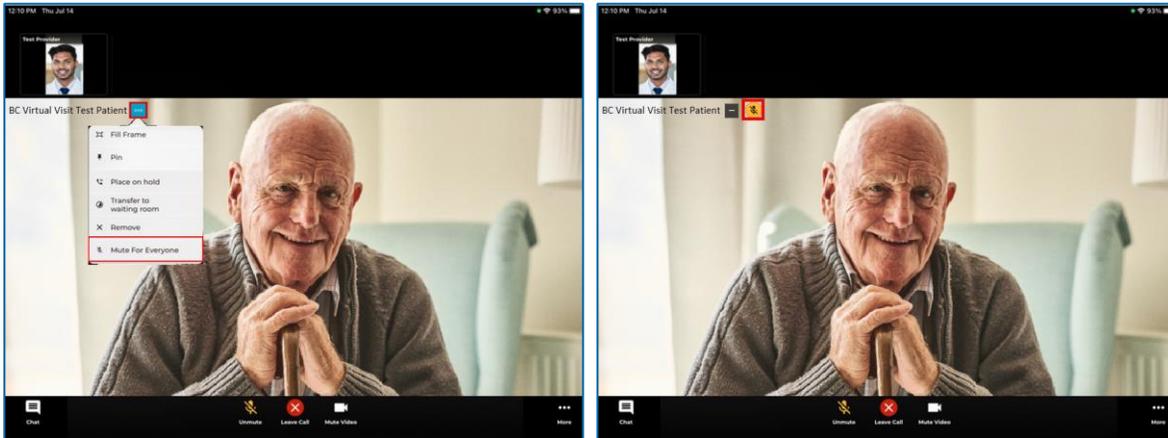


Muting for Everyone

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

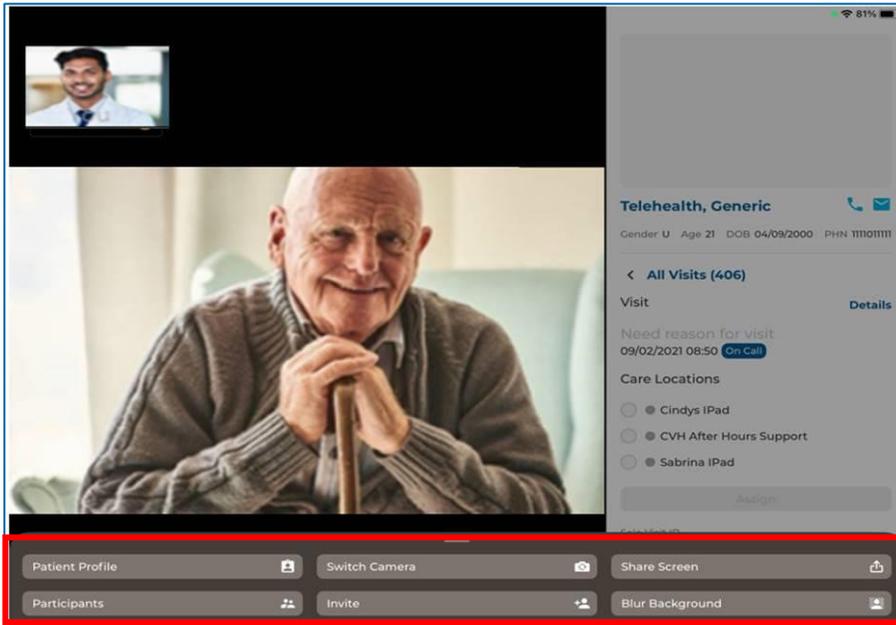


Within the call, providers are able to access more functionalities by tapping the **More** icon. Below is a list of functionalities that are included with the **More** icon:

- Hide and unhide Patient's Profile.
- Switching between front and back camera.
- Screen sharing.
- 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(S):

- The blur background feature is currently only available for Apple devices released 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.



Screen Sharing

1. To share your screen during the visit, tap the **Share Screen** option under the **More** icon.



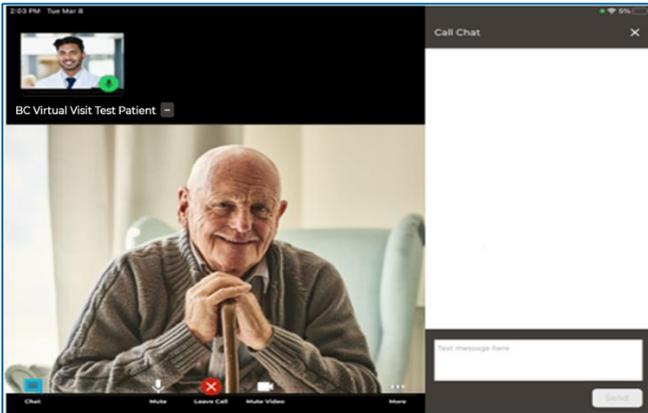
NOTE:

- this feature will only share content within the app and cannot share anything outside of the app (i.e. other applications on your iPad, or the home screen on your iPad).

Chat

1. Tap the *Chat* icon to chat with participants during the visit.
2. If your *Chat* icon is flashing, it means you have unread messages.





Adding Additional Participants – During a Visit

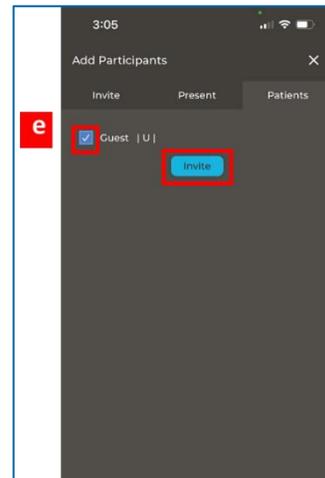
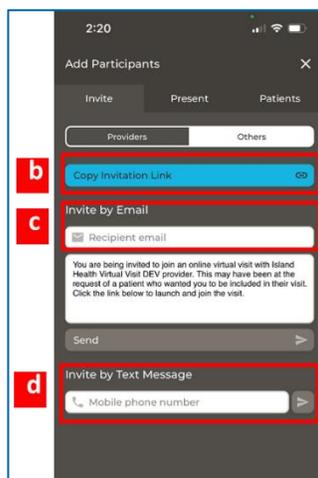
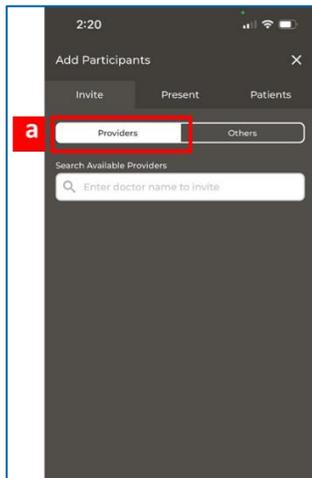
1. While the session is live, tap the **Invite** option under the **More**  icon.
2. On the Invite tab, perform one or more of the following as needed:
 - a. Invite another BC Virtual Visit practitioner using the Providers field.

Tap on **Others** to:

- 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.

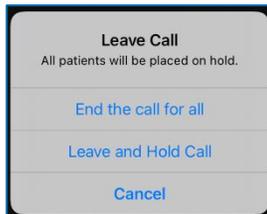


Leaving a Call

1. Tap the **Leave Call** button at the bottom of the video
2. In the window that appears:
 - a. 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.



screen.



- b. Tapping **END THE CALL FOR ALL** will end the call for all participants, and the provider will receive a prompt to take a survey.

