Purpose:	To provide guidance on how to download the BC Virtual Visit Provider iOS app on a personal iPhone, and how to use the app on a personal and/or Island Health CHS iPhone.

NOTE: It is recommended that providers use a computer or tablet for virtual visits, as smartphones have limited functionality due to their smaller screen size.

IMPORTANT: For Personal iPhones, please download the BC Virtual Visit Provider App from the Apple App Store by following the steps listed below. For Island Health CHS iPhones, the BC Virtual Visit Provider App is pushed to the device by Service Desk and does not require manual download from the Apple App Store.

NOTE: Depending on your App Store settings, you may be prompted to enter a password, use Face ID or Touch ID to complete the download process. If you require assistance at this step, please refer to support documents on the Apple website as required: Resetting Apple ID, Touch ID, Face ID.

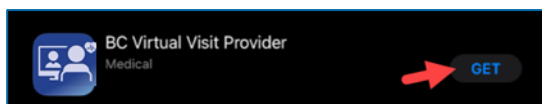## How to download the BC Virtual Visit Provider App on a Personal iPhone

1: Tap on the **App Store** icon on your iPhone.

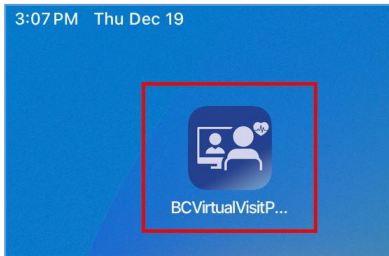**2:** Tap **Search** at the bottom of your screen and type in **BC Virtual Visit Provider.**

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. You will be using this app to connect to all of your visits.

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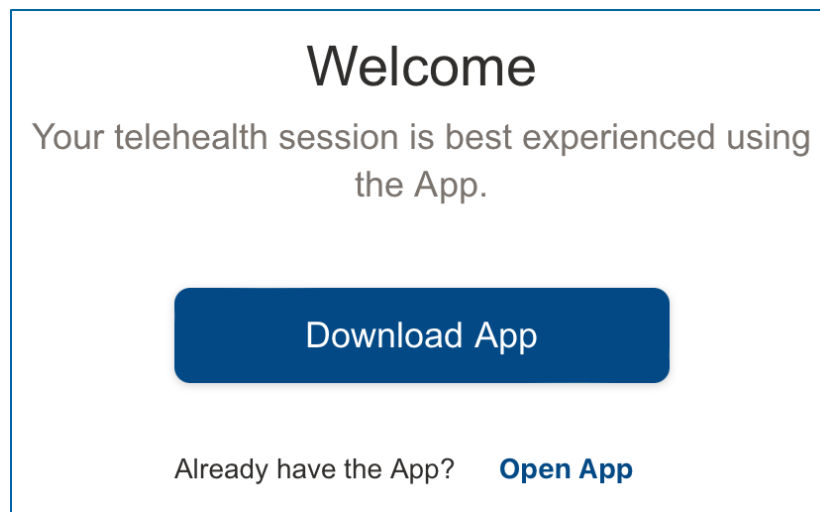
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NOTE: On Island Health CHS iPhones, you may see the BC Virtual Visit Provider and BC Virtual Visit Patient icons on your Home Screen. Use the BC Virtual Visit Provider App to connect to your visits. The BC Virtual Visit Patient App allows you to join a visit as a guest via SMS or email invitation or assist a patient in attending a visit using your device.

Logging into the BC Virtual Visit Provider iPhone App

NOTE: If you do not have the app installed and attempt to access BC Virtual Visit via Safari or another browser, you will see the following prompt. Please follow the steps above to download the app. If you do have the app and accidentally try to access BC Virtual Visit from a browser, you may tap on "Open App" to be redirected into the app.
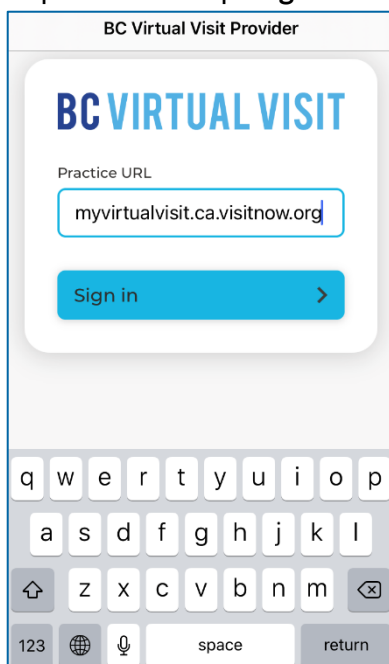

1: After downloading the app, tap on the **BC Virtual Visit Provider** app icon from your home screen.

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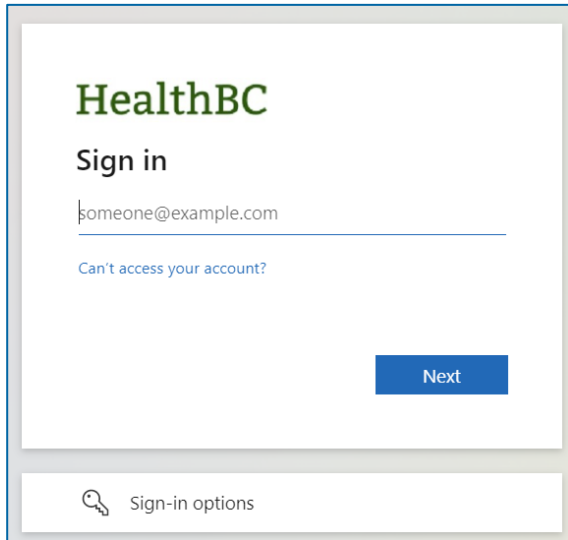
2

Virtual Care Services

2: If this is your first time using the application, please manually type **myvirtualvisit.ca.visitnow.org** into the **Practice URL** field.

If you have used the app before on your device, URLs you have previously accessed will show in the dropdown list. Tap "**Sign in**" to be re-directed to your login page.
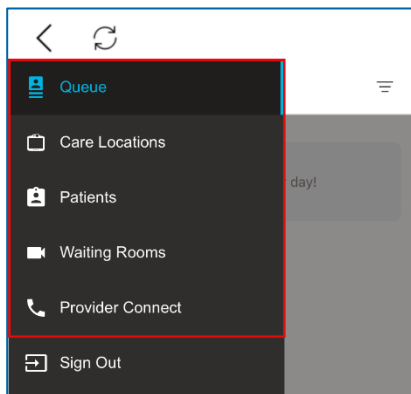

3: Sign in using your **Island Health email and password.**

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).

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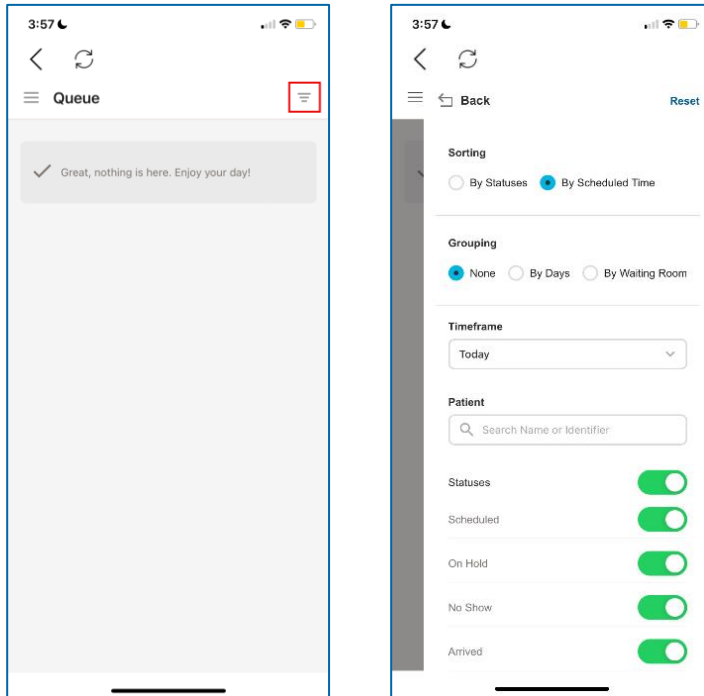not reflect the current electronic version.

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Understanding the Queue, Care Locations, Patients, Waiting Rooms, and Provider Connect

Queue
Displays all your visits for the day. Ensure the Queue is configured to show your desired visits by tapping the **Queue Filter** button to open the side panel and select the statuses accordingly.

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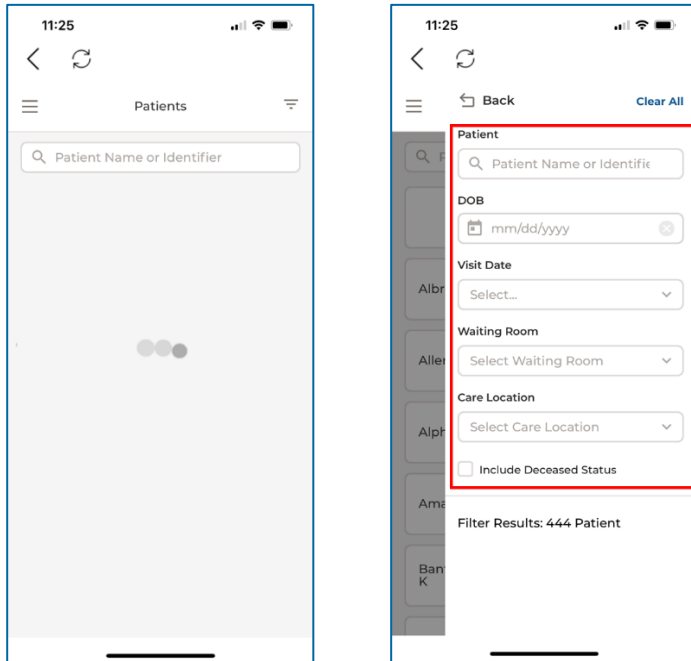not reflect the current electronic version.

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Care Locations

For those currently using Care Locations, this option is available in the left-hand navigation. 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 <u>not</u> call any of the Care Location devices directly.
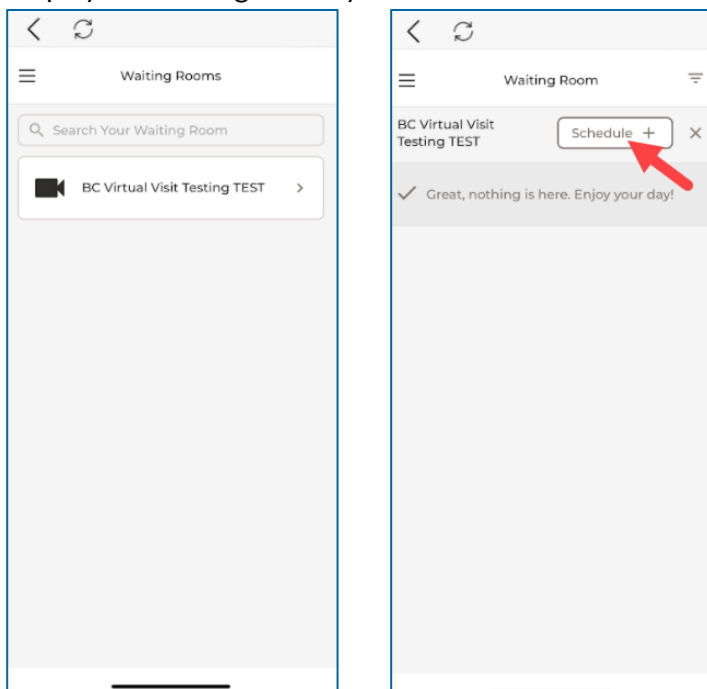
Patients

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 their name, date of birth or PHN.

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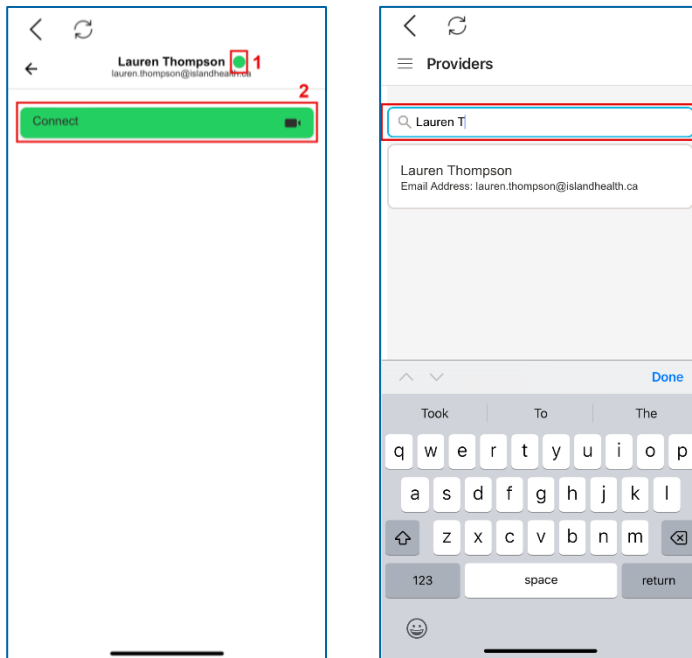
5

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

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

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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.
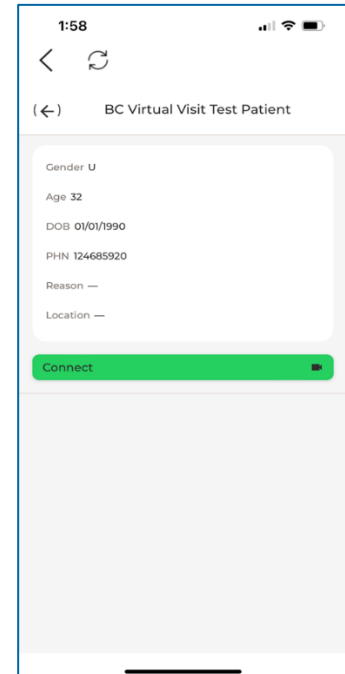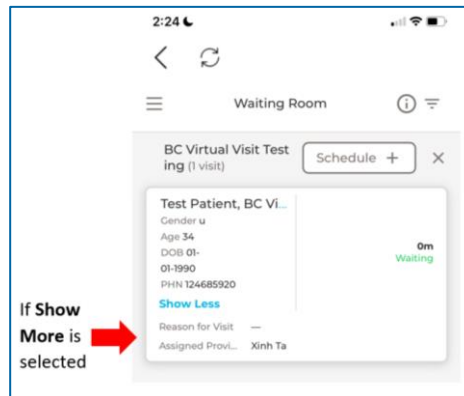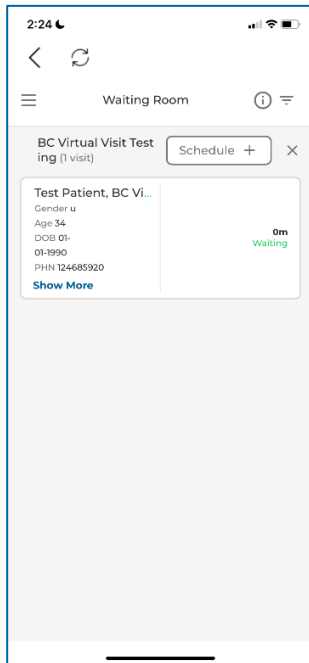

Starting a Virtual Visit

1: Select a scheduled visit from your Queue by tapping anywhere on the visit bar.

2: Verify you are connecting with the correct patient by double-checking patient *name*, *DOB*, *gender* and *PHN*.
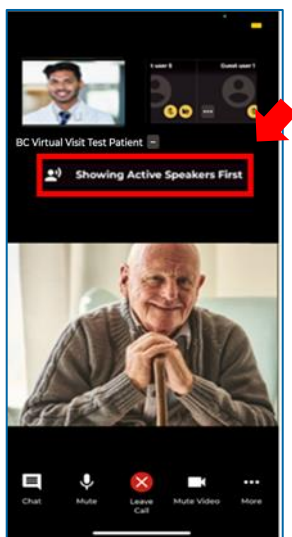
Tap **Connect** when you are ready

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If **Show More** is selected
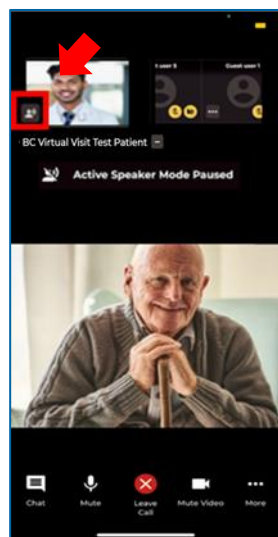

BC Virtual Visit Provider View

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 shown in the feature disabled screenshot re-enables it.
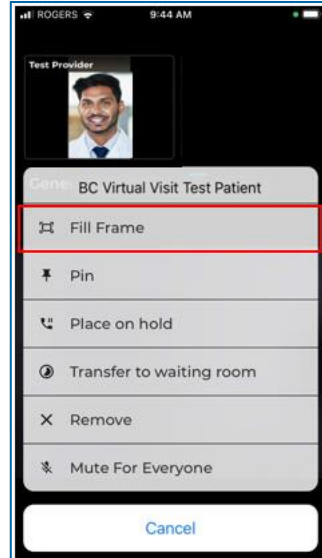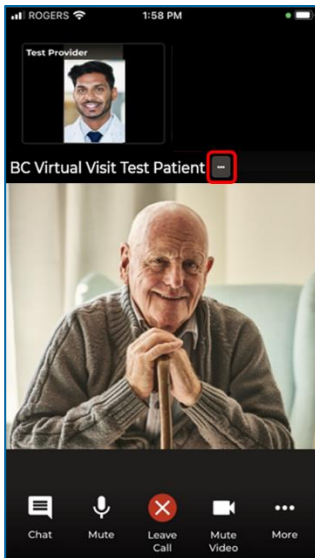
Feature Enabled   Feature Disabled

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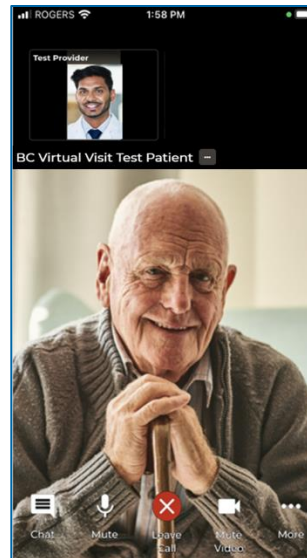not reflect the current electronic version.

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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.

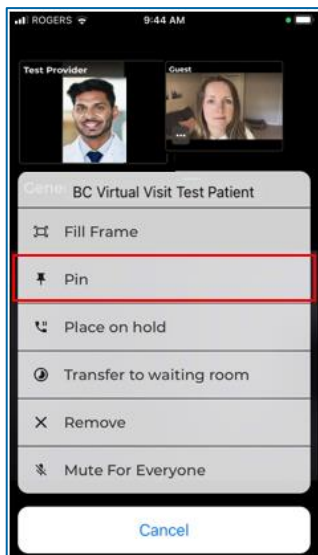Feature Disabled   Feature Enabled
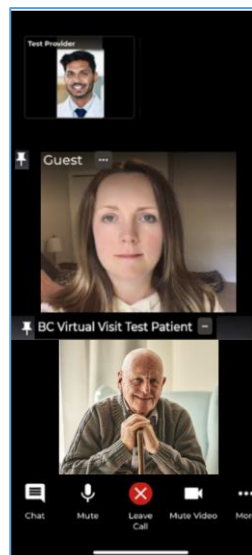

Pinning

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

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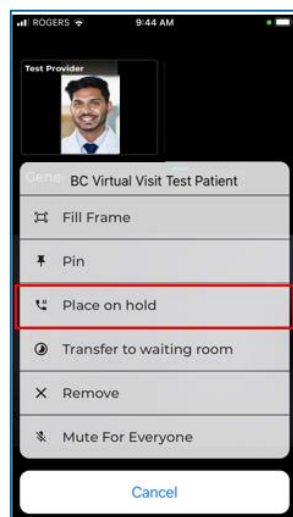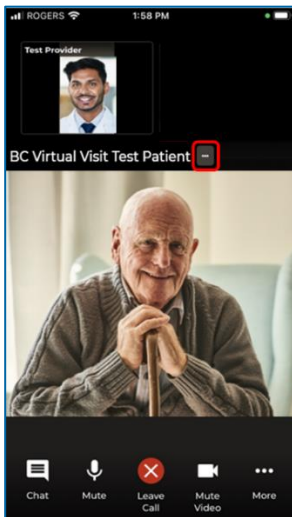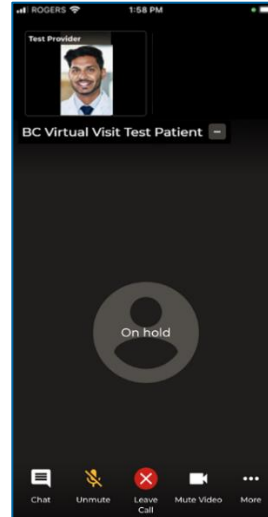
Placing on Hold

There is another feature available which **places the patient and/or a guest on hold**. This allows you to have a 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.

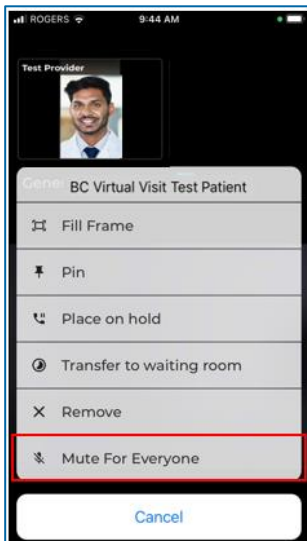**Feature Disabled**   **Feature Enabled**

Muting for Everyone

The **Mute for Everyone** feature allows health care provider(s) on a call to mute individuals in a video call for all participants. When a health care provider mutes a user, the user will be notified that they have been muted by the host.

Feature Disabled   **Feature Enabled**

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Virtual Care Services

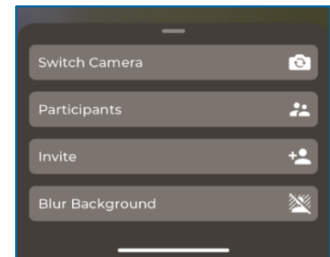Within the call, health care providers are able to access more functionalities by tapping the **More** icon. Below is a list of functionalities that are available from this **More** icon:

- Switching between front and back camera.

- Hide and unhide the small video windows at the top of the screen.

- Invite additional participants such as guest providers, family members, or a spoken language (Audio) interpreter.

- Blurring the background in your video.

NOTE: 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.

Adding Additional Participants – During a Virtual 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.
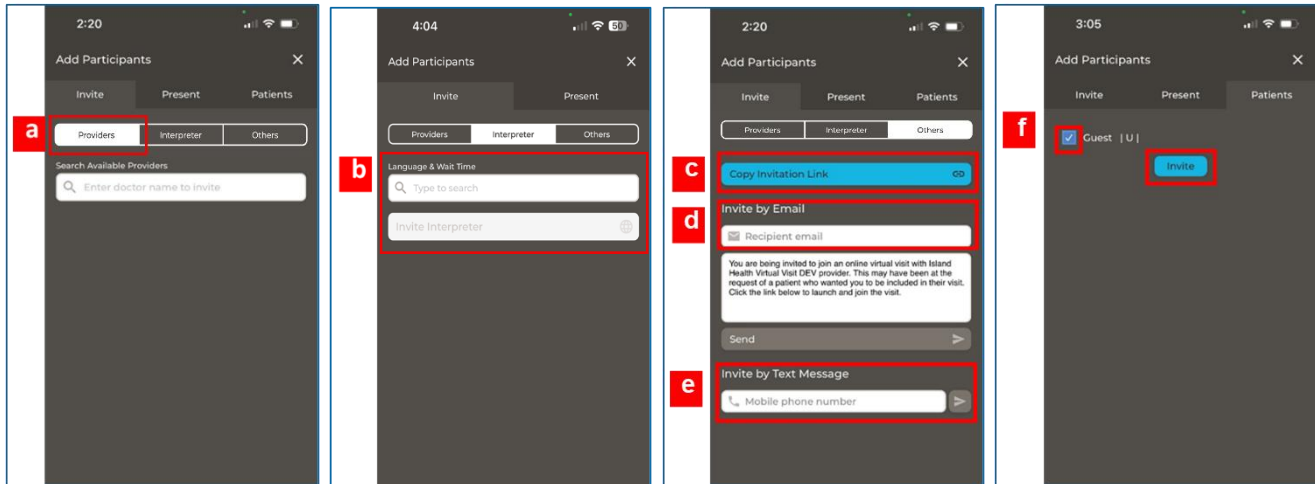
   Tap on **Interpreter** to:
   b. Invite an on-demand spoken language (audio) interpreter to join the call. Search for and select the interpreting language required for the patient, then tap on **Invite Interpreter** to add the interpreter to the call.

   Tap on **Others** to:
   c. Copy the URL and share as needed.
   d. Enter the invitee's email, then tap on the arrow at the end to send.
   e. Enter the invitee's phone number, then tap on the arrow at the end to send.

   Tap on **Patients** to:
   f. 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.

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Leaving a Call

1: Tap the **Leave Call** button at the bottom of the video screen.

2: In the window that appears:

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

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