

Connecting to a Provider from a Care Location

Information for healthcare professionals

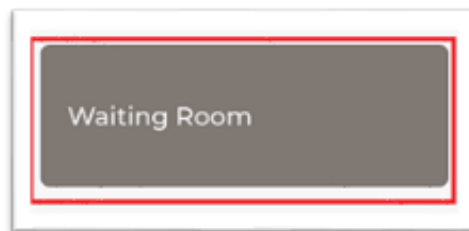
1. Turning on the Care Location Device

- a) After turning on the care location device, you will see the main screen showing waiting rooms your care location has access too



Note: Please do not select the keyboard icon. If the icon is selected by mistake, a large keyboard will open and take up the screen. To return to the main screen, click the icon again and select **Disable**

- b) Select the icon of the waiting room you would like to enter



2. Entering the Client's Name

NOTE

If you need to perform a test or practice virtual visit using your device, please use "Test" as the patient name

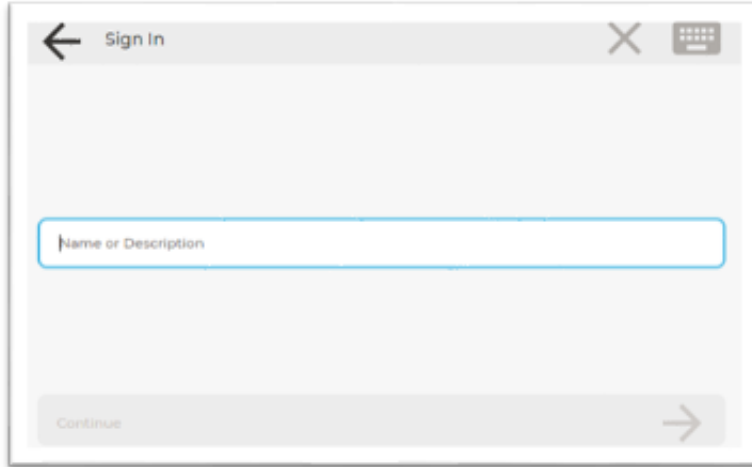
- a) Select the **Name or Description** dialogue box

www.islandhealth.ca/bcvirtualvisit

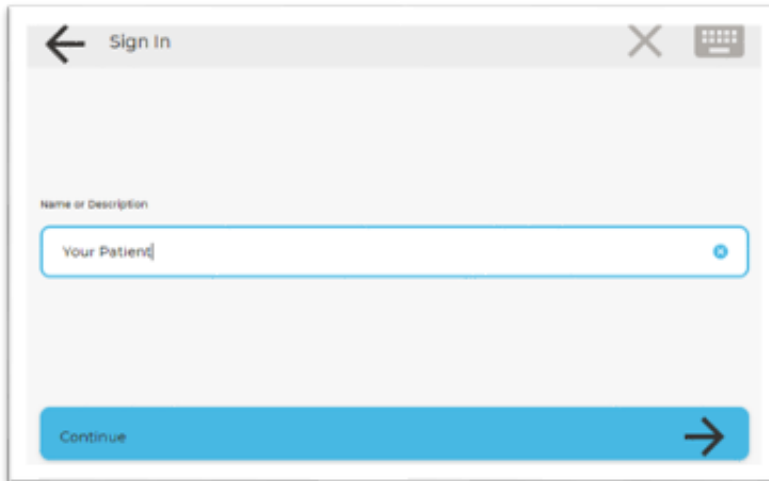
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- b) Enter the client's **first name and last name**. Press **return** on the keyboard when done
- c) Select **Continue**



3. Waiting for the Provider to Join the Call

- a) You will now see the Waiting for Provider screen.

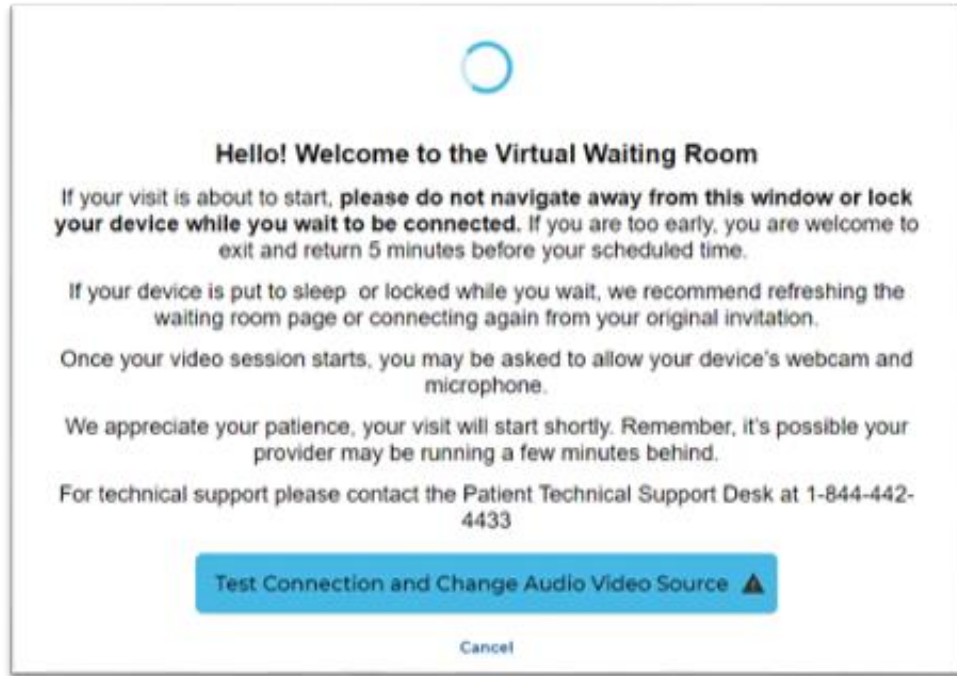
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Last updated: September 20, 2021

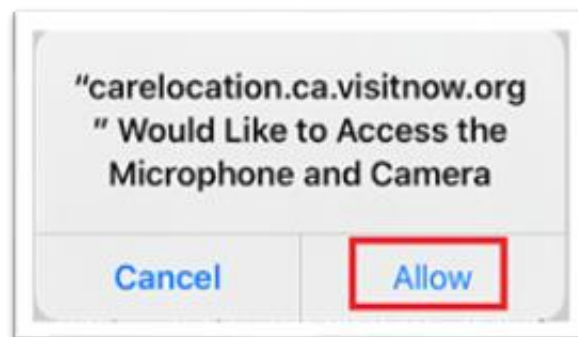
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You have the option to:

- i. Wait for your provider
 - ii. Test your connection and change audio/video source
 - iii. Cancel if you need to leave
- b) Once the provider has joined the call, you will be asked to give permission for the care location to access the Microphone and Camera on your device. Select **Allow**



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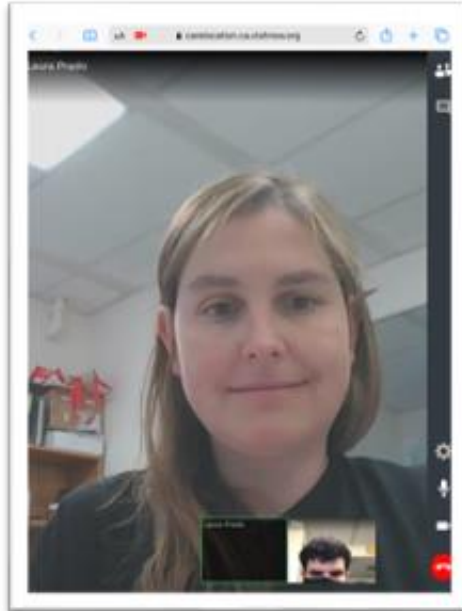
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4. Connection with the Provider

- a) You should now be connected to the provider



- Participants – hide the small participant videos
- Chat – chat message with other participants in the call
- Settings – change your audio and/or video sources
- Mute – turn off your audio
- Mute Video – turn off your video
- End Session – Put patient on hold (Leave) or end call (End for All)

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