

Purpose:

To instruct users on how to prepare and attend an appointment successfully using the BC Virtual Visit application

Tips to Ensure a Successful Virtual Visit

Before Your Virtual Visit

- Once you have been scheduled for a BC Virtual Visit appointment, you will receive an email and/or text message (SMS) invitation depending on the contact information stored on your profile. You may also receive reminder email(s) and/or text messages for your visit.
- Please DO NOT forward your invitation or reminder(s) to others as they contain a unique link meant just for you. If others try to join using the same link, your audio and/or video may be blocked.
- If you would like family members or supports to join your virtual visit from another location, talk to your health care provider or clinic before your visit to make arrangements.
- If you have requested an audio interpreter for spoken language interpretation, they will join the virtual visit automatically. If you require American Sign Language (ASL) or video interpretation, please contact your clinic or health service provider as soon as you can so an interpreter can be scheduled for you before your appointment. Language support is available in over 200 languages: [Français](#) | [العربية](#) | [简体中文](#) | [繁體中文](#) | [Español](#) | [한국어](#) | [Tiếng Việt](#) | [Українська](#) and more.

At the Time of Your Virtual Visit

- Join your visit 5-10 minutes early to allow time to test your connection and get technical help if needed.
- Have your BC Services Card or driver's license with Personal Health Number (PHN) available to confirm your identity.
- Sit a few feet (1 meter) away from your camera, and avoid bright lights or other distracting objects behind you.
- Plug-in your device to ensure it is charging so you do not run out of battery power during your consult.
- It is recommended that you connect to your home Internet (Wi-Fi) network. Using virtual care tools on cellular data may result in extra charges from your telecommunications provider.

Ensuring Your Device and Browser Are Supported

Your device should be no more than five years old. Supported device types could include:

- Computers or laptops (Windows/Apple)
- Mobile tablets or phones (Android/Apple)

Note: Your device **must** have a camera, microphone, and speaker.

Your device will support BC Virtual Visit appointments if you are able to:

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

You may be required to download our virtual care application. **Ensure you have the required application for your chosen device prior to your scheduled visit.** Please visit the [Downloading the BC Virtual Visit App](#) page on our public website.

Supported Internet browsers include: Chrome , Firefox , Edge  or Safari ; **Internet Explorer is not supported and will not work.**

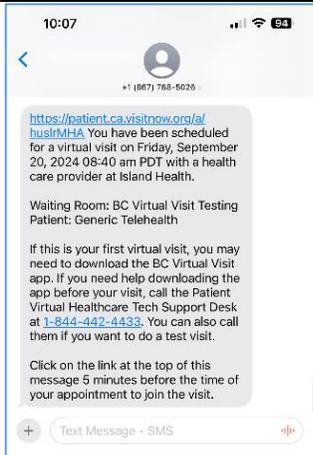
Technical Support and General Inquiries

For help with your connection, joining your visit or finding your visit invitation email/text, please contact the **Patient Virtual Healthcare Tech Support Desk** at **1-844-442-4433** available **Monday to Friday 7 am - 5 pm (excluding Statutory Holidays)**.

Contact your health care provider's office if you have questions about your visit or need to reschedule.

Joining Your BC Virtual Visit Appointment

1	2
<p>Open your email or text message (SMS) BC Virtual Visit invitation:</p> <p>Sample Email</p> <div style="border: 1px solid #0056b3; padding: 10px; margin: 10px 0;"> <p style="text-align: center; font-weight: bold; color: #0056b3;">BC VIRTUAL VISIT</p> <p><small>You have been scheduled for a virtual visit with your health care provider:</small></p> <p><small>When: Friday, September 20, 2024</small> <small>Time: 10:45 am PDT</small> <small>Waiting Room: BC Virtual Visit Testing</small> <small>Patient: Generic Telehealth</small></p> <p><small>If you need to reschedule or have any questions, contact your health service provider or clinic. Do not reply to this email as it comes from an inbox that is not monitored.</small></p> <p><small>The BC Virtual Visit appointment link below is a unique link just for you. Please DO NOT forward your invitation, as only one person may join using this link. If you would like to invite family members or guests to join your appointment, please contact your clinic or health service provider as soon as you can before your appointment.</small></p> <p><small>Preparing for your Virtual Visit</small></p> <ul style="list-style-type: none"> • Make sure your device (phone, tablet or computer) has a camera, microphone, and speaker. • You may need to download the BC Virtual Visit Application depending on your device. • If you require support downloading the application or would like to complete a test visit to ensure your audio and video work, call the Patient Virtual Healthcare Tech Support Desk. See below for contact information. • Review Trig for a Successful Appointment. • If you need an interpreter for your visit, contact your clinic or health service provider as soon as you can before your appointment. Language support is available in over 200 languages: Español (Spain), Español (México), Français (Canada), Français (France), Gujarati, Hindi, Italiano, Korean, Mandarin, Portuguese (Brazil), Punjabi, Tagalog, Tamil, Urdu, Vietnamese and more. <p><small>On the Day of Your Virtual Visit</small></p> <ul style="list-style-type: none"> • Click the blue "Enter Waiting Room" button below to join the visit just a few minutes early to test your audio and video. If you have any technical problems, contact the Patient Virtual Healthcare Tech Support Desk. See below for contact information. • Have your BC Services Card or driver's license with Personal Health Number (PHN) ready to confirm your identity. • It is recommended to use a home internet connection as using cellular data may result in additional charges from your cellular service provider. <p style="text-align: center; background-color: #0056b3; color: white; padding: 5px; margin: 10px 0;">ENTER WAITING ROOM</p> <p><small>When: Friday, September 20, 2024</small> <small>Time: 10:45 PDT</small> <small>Service: BC Virtual Visit Testing</small></p> </div> <p>Sample Text Message (SMS)</p>	<p>Click the Check-In button to proceed with a pre-call Test Connection. It is highly recommended to test your network, audio and video connections prior to your visit to ensure you have enough time to contact technical support if required.</p> <div style="border: 1px solid #0056b3; padding: 10px; margin: 10px 0;"> <p style="text-align: center; font-weight: bold; color: #0056b3;">BC VIRTUAL VISIT</p> <p style="text-align: center; background-color: #0056b3; color: white; padding: 5px; margin-top: 10px;">Check In →</p> </div> <p>You may see a prompt to allow access to your camera and microphone, select "Allow". Your audio/video and internet connection are sufficient if:</p> <ol style="list-style-type: none"> 1. You can see yourself in the video window. 2. Green microphone bars light up as you speak. 3. You can hear a sound if you click Play Test Sound. 4. Your connection is stable if you see a green check mark next to the Connectivity Test.



ENTER WAITING ROOM

Click the **ENTER WAITING ROOM** button or visit link to join the virtual waiting room. If required, copy and paste the visit link into a supported browser.

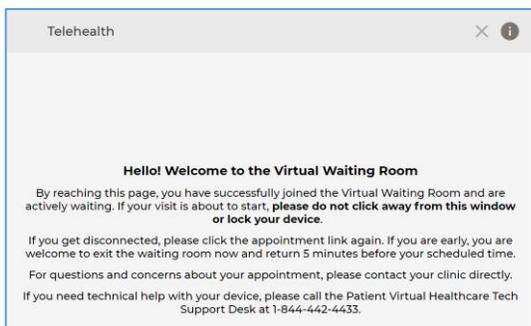
If you were expecting an email invitation but do not see one, check your spam or junk folders.

3

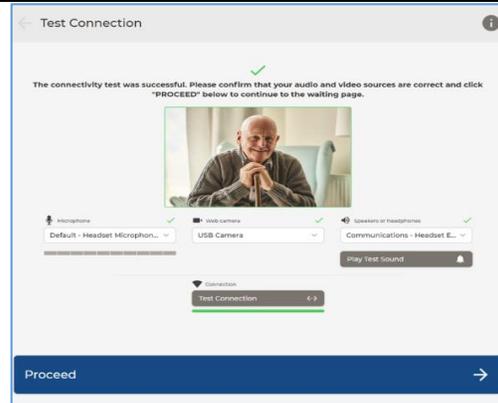
You are now in the Virtual Waiting Room; your health care provider will connect shortly.

Keep this window open! Do not close or navigate away from your Internet browser, or lock your device, while waiting for your health care provider to connect. If your device goes to sleep or is locked while you wait, you may need to join again from your original invitation.

This is what the waiting room screen looks like:



If you end the call by mistake, click the link in your visit email or SMS text message to re-join. If that does not work, contact your health care provider's office and ask them to send you another visit invitation.



*If you are using a mobile device, this page will appear slightly different.

Once you have completed the test connection on your device, select **Proceed** to enter the waiting room.

4

During your visit:

- Your health care provider will ask you to identify yourself and any other people that may be attending the visit with you.
- For your safety, your health care provider may ask for your address or location at the start of your visit.
- If at any point during the virtual visit you feel uncomfortable, please let your health care provider know. Your visit can be rescheduled to take place in-person, by phone, or in a telehealth room at a healthcare facility.

If your health care provider ends the call by mistake, stay in the Virtual Waiting Room until they re-join.

In-Call Features and Functionalities



Basic Features	
2	<p>Chat with participants during the video </p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Note: a flashing chat icon indicates you have unread messages</p> </div>
3	<p>Select or change video and audio devices, and allows you to blur your video background</p>
4	Mute/unmute your audio
5	Switch your camera off/on
6	<p>End call and then select END </p> <div style="border: 1px solid black; padding: 5px; margin-top: 5px;"> <p>Do you want to end the call?</p> <p>Cancel End</p> </div>

<p>9</p>	<p>Icon used to indicate all health care provider(s) on a given video visit </p> <p>Note: the icon will be visible if joining your visit from the desktop, web browser, or iOS application</p>
<p>Advanced Features</p>	
<p>1</p>	<p>Hide/show participants small video windows </p>
<p>7</p>	<p>Provides options for viewing your own video:</p> <ol style="list-style-type: none"> 1. Clicking <i>FILL FRAME</i> will fill your screen with your own video. To exit this view, click the ellipses ... again and select <i>FIT VIDEO</i>. 2. Clicking <i>PIN</i> will ensure your video stays on the screen. <p>TIP: Pin a second participant such as the health care provider for a side-by-side video view. To exit this view, click the ellipses again and select <i>UNPIN</i>.</p> <p>Desktop & Web App iOS App</p> <div style="display: flex; justify-content: space-around;">   </div> <p>Note for those using iOS: on the iOS application, you will <i>not</i> have any options for your own video. This means that you cannot pin and/or fill frame with your own video like you can on the desktop or web browser applications.</p>
<p>8</p>	<p>Provides viewing options for the health care provider's video:</p> <ol style="list-style-type: none"> 1. Clicking <i>FILL FRAME</i> will zoom in on the health care provider and fill your screen with their video. To exit this view, click the ellipses ... again and select <i>FIT VIDEO</i>. Clicking <i>PIN</i> will ensure the health care provider's video stays on the screen. <div style="display: flex; justify-content: space-around;">  </div> <p>TIP: Pin a second participant such as a second health care provider or yourself for a side-by-side video view. To exit this view, click the ellipses ... again and select <i>UNPIN</i>.</p>  <p>Note: you can pin and/or fill frame other participants video (health care providers or guests) when joining your visit from the desktop, web browser, or iOS application.</p>