

Provider Connect – Direct Calling

Information for healthcare professionals

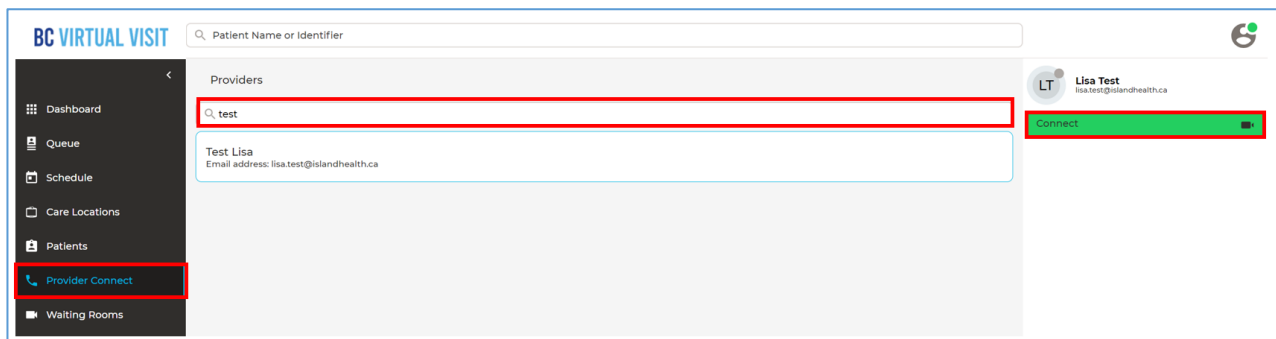
Purpose:	<p>Provide direction and guidance for using the <i>Provider Connect</i> menu option to make a direct call to another BC Virtual Visit user.</p> <p>NOTE: In order to receive notifications for direct calls from other BC Virtual Visit users, you will need to make sure that you have notifications turned on in your Profile Settings for <i>Provider to Provider</i> events under the <i>General Notifications</i> section. For more information about how to update your notification settings, please refer to the Configuring your User Profile Settings Guide.</p>
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Direct Calling another BC Virtual Visit User

Step 1: Click onto **Provider Connect** from the left navigation bar.

Step 2: Use the search bar to find the user you would like to call. Click on their name from your search results.

Step 3: In the right side panel there will be a green **Connect** button. Clicking this will initiate the call and send a notification to the user.



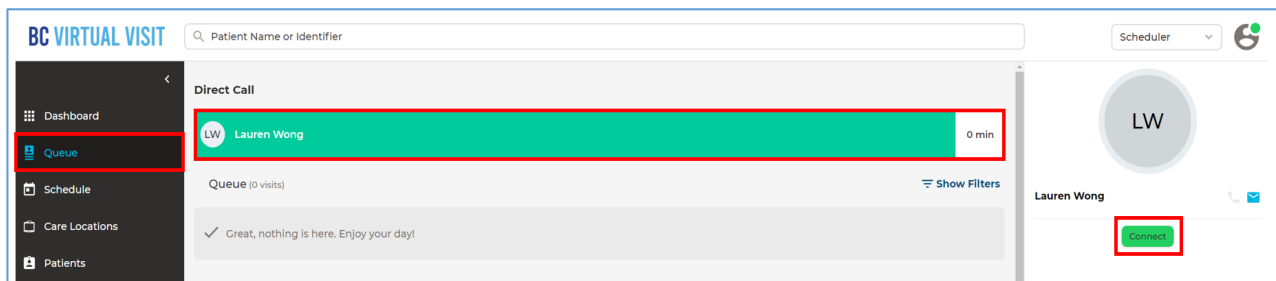
Step 4: When in the video call, you will have the same in-call functionality as the standard Healthcare Provider View as described in the [Preparing for and Attending an Appointment Guide](#).

Accepting a Direct Call

Step 1: When you receive notification of another BCVV user direct calling you, you will need to connect to the call for it to begin.

Step 2: Log in and access the **Queue** page from the left navigation bar.

Step 3: Click on the incoming call under the **Direct Call** section and then the green **Connect** button on the right side panel.



Step 4: When in the video call, you will have the same in-call functionality as the standard Healthcare Provider View as described in the [Preparing for and Attending an Appointment Guide](#).