Purpose:

To offer instructions on how to use the **Provider Connect** tab to initiate direct calls to, and respond to direct calls from, another BC Virtual Visit (BCVV) user.

Direct Calling another BC Virtual Visit User

1: Click the **Provider Connect** tab from the left navigation pane.

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

3: When you click on a user, a right pane will open with a green **Connect** button. Clicking this will initiate the call and send a notification to the user (if they have notifications enabled).

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Dashboard	Providers	LISA Test lisa.test@islandhealth.ca				
8 Queue	Q test	Connect				
📰 Schedule						
G Care Locations	Lisa Test Email Address: lisa.test@islandhealth.ca					
E Patients						
C Provider Connect						
Search Waiting Rooms						
NOTE: The dot beside the user's name indicates their status in the BCVV application.						

• Grey Dot: User is offline.

• Green Dot: User is online and available.

• Red Dot: User is online but unavailable or busy (e.g. they may be in a call).

4: In the video call you will have the same in-call functionality as the standard Health Care Provider View as described in the <u>Preparing for and Attending a Visit</u> guide.

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Accepting a Direct Call

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

2: Log in to BCVV and access the **Queue** page from the left navigation pane.

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3: Click on the call under the **Direct Call** section and then the green **Connect** button on the right pane.

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4: In the video call you will have the same in-call functionality as the standard Health Care Provider View as described in the <u>Preparing for and Attending a Visit</u> guide.

NOTE: To receive notifications for direct calls from other BCVV users, make sure that you have notifications turned on in your Profile Settings for *Provider to Provider* events under the *General Notifications* section. For more information on updating notifications, please refer to the <u>Configuring your User Profile Settings</u> guide.