

**Purpose:**

Addresses the frequently asked questions by health care providers regarding BC Virtual Visit and offers guidance for each question scenario.

## Health Care Provider Frequently Asked Questions

### 1. How do I access the BC Virtual Visit Training Course on Learning Hub?

- If you have a Learning Hub account and require a password reset, please click [here](#)
- If you do not have a Learning Hub account, please follow the instructions [here](#)
- For any additional technical issues, you must submit a ticket through PHSA [here](#)

### 2. How do I get a BC Virtual Visit account?

For Programs **Currently** Using BC Virtual Visit:

- If additional accounts or changes to existing accounts are required, managers or delegates of live BC Virtual Visit programs can request additional accounts for new clinical or program staff by way of the form [here](#).

For **New** Programs Not Yet Using BC Virtual Visit:

- New programs/clinics wanting to use with BC Virtual Visit, please email [virtualcare@islandhealth.ca](mailto:virtualcare@islandhealth.ca) to learn more about the onboarding process, or fill out the [Virtual Care Services General Intake form](#).

### 3. Why am I getting an Access Denied error when logging into BC Virtual Visit?

1. Confirm with your program lead(s) to ensure a BC Virtual Visit accounts has been requested for you
2. If you receive a "User Not Found" error, it indicates that your account has not been set up.
3. Follow the steps above in Q2 to have an account created for you depending on whether you are part of an existing program who currently uses BC Virtual Visit, or a new program not yet using BC Virtual Visit

### 4. Why is the patient not receiving BC Virtual Visit email invitations?

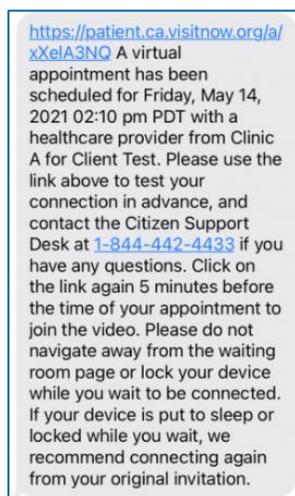
1. Confirm with the patient that their BC Virtual Visit profile contains the correct email address and/or phone number. It is standard practice to verify this information before scheduling an appointment.
2. Ask them to check their spam/junk folders (known issue for Hotmail – first time in junk box).
3. Ask to see if they have an alternate email address they can use.

## 5. My patient says they are in the waiting room, why can't I see them?

1. If patients are joining from an email invitation, ensure patient has clicked on the "ENTER WAITING ROOM" button, or copied and pasted the invitation link into a compatible browser, as shown in the image below.



If patients are joining from an SMS text invitation, ensure the patient has clicked the link within the invitation.



2. Recommend to patients that they complete a test connection call in advance of their visit, and always call the BC Virtual Visit Support Desk at **1-844-442-4433** if they require further technical assistance.

## 6. How do I link patient profiles with a shared email?

The same email address can be used for more than 1 patient as long as the patient profiles are linked (this may be required for minors, incapable adults, etc.).

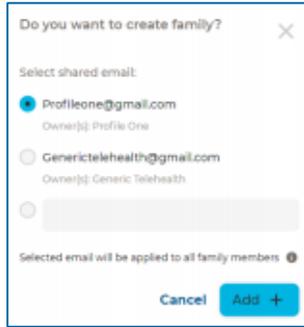
### Option 1 – Linking patient profiles at the time of profile creation.

1. Enter the email address that is already in use in another profile.
  - You will see a prompt indicating that this email is already in use, and it lists patients who use this current email.
2. Select the **“Yes, they are family”** option to link the profiles, allowing for sharing of emails.

### Option 2 – Linking patient profiles from the profile editing page

1. Open the patient’s profile for which you would like to create a linkage.
2. Scroll down to the family section and click the pencil icon to edit.

3. Use the search field to select the profile you would like to link to.
4. Select which email you would like to use for the family or add a new email by entering the email into the field provided. To complete the family linkage, select **“Add +”**.

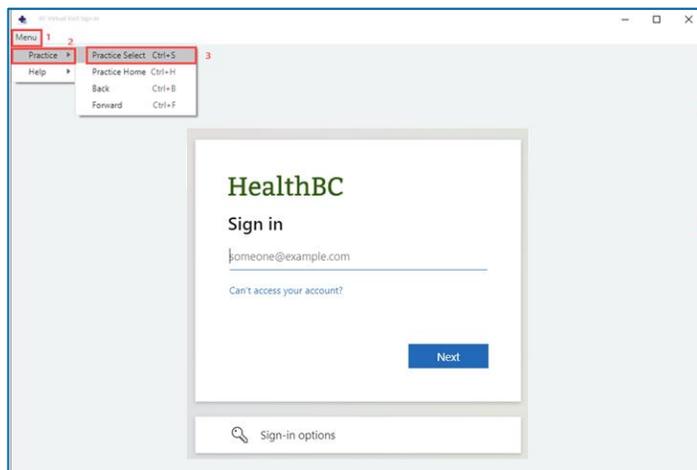


## 7. How do I switch between the Train and Production environment?

To distinguish between Train and Production, the logos below can be seen throughout the system. It is important to ensure you are in the right environment before scheduling or attending any visits.

BC Virtual Visit Train	BC Virtual Visit Production

To switch between environments, click on **Menu > Practice > Practice Select** to select an environment.



Click the down arrow to expand the list of practices.



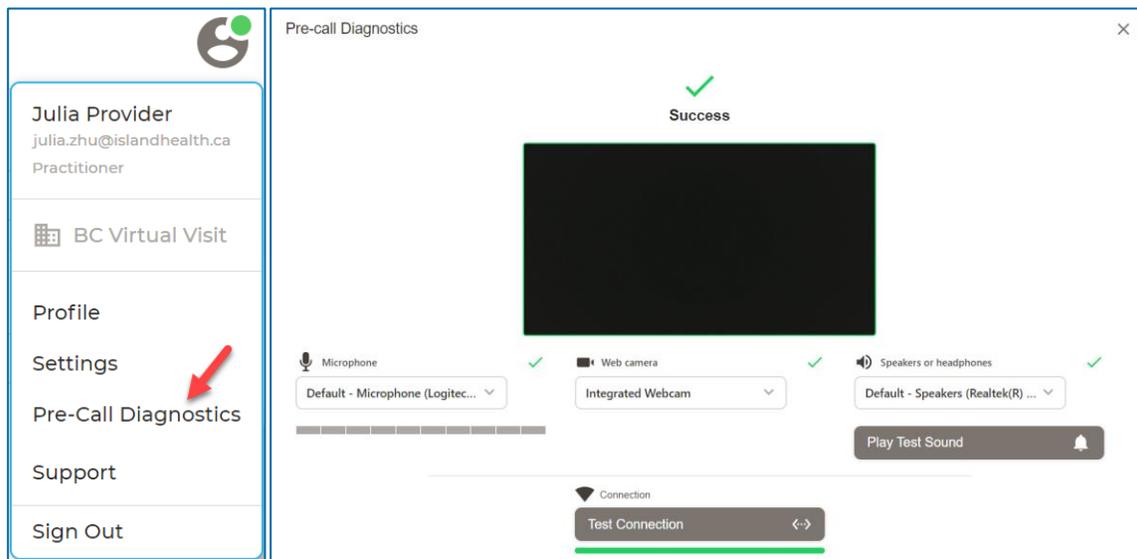
By default, you will see two URLs that represent BC Virtual Visit Train and Production environments:

- **Train:** <https://myvirtualvisit-testing.ca.visitnow.org/>
- **Production:** <https://myvirtualvisit.ca.visitnow.org/>

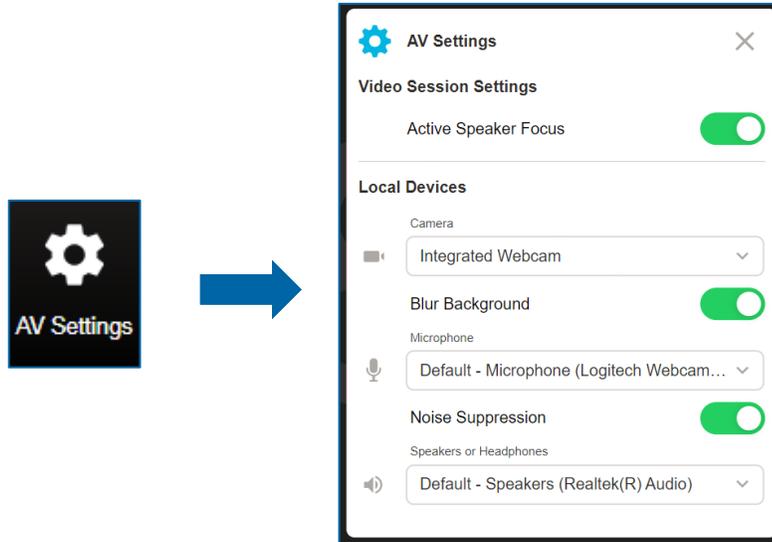
Select the Train URL to be redirected to the BC Virtual Visit Training Environment login page.

## 8. What can I do to troubleshoot audio/video issues?

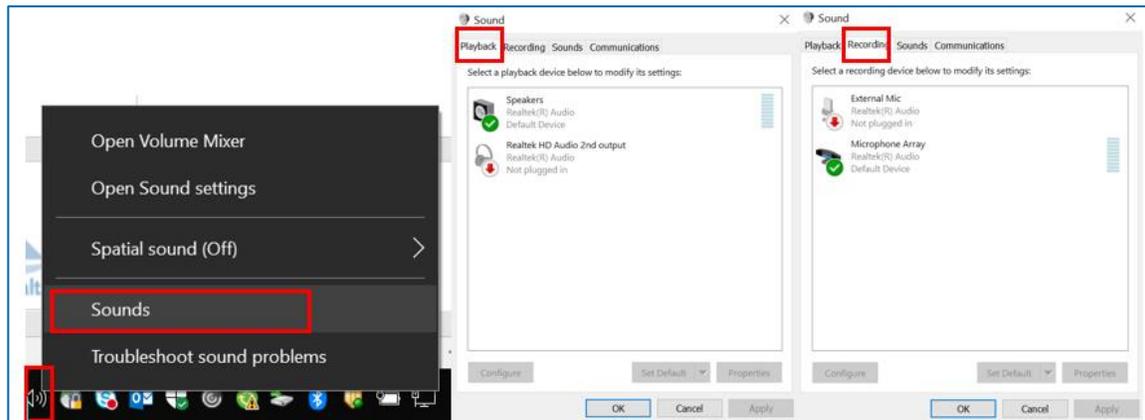
**Option 1** – Ensure webcam and microphone are enabled on your device by completing **Pre-Call Diagnostics** from your user menu.



**Option 2** - Inside a BC Virtual Visit call, clicking on the “AV Settings” icon in the bottom left corner can ensure you have selected the appropriate audio and video sources. If you are aware of any peripheral/USB cameras or headphones connected to your device, select from the dropdown menu under “Local Devices” to ensure they have been selected for your video visit:



**Option 3** – If you are on an Island Health computer, ensure correct speaker and microphone settings are selected by right clicking on the **speaker icon > Sounds**, then checking if the correct source is selected under the **Playback** and **Recording** tabs.



**Option 4** – Ensure that the **F4** key or microphone key is not turned on. Island Health Laptops use the F4 key to mute the microphone. This setting can override the mute key from the software. If you are unsure whether your settings are correct, please contact the Clinical Solutions Desk.

## 9. What is best practice before connecting to a BC Virtual Visit appointment?

1. When a patient is scheduled into a waiting room, all clinicians that have access to that waiting room are able to connect to any patient that is 'waiting'. This means providers within the same program can enter each other's visits. This feature is essential to enable team-based care, as many teams see patients together or in succession. Please make sure

to confirm the visit you are entering is for the patient you are expecting to see by following the steps below:

- a. Clinicians should match patient name, DOB, gender, and PHN before connecting. Additionally, clinics may use "Reason for visit" to ensure their clinicians are connecting to the appropriate patient. If a clinician does connect by mistake, they are able to leave the call and place the patient back into the waiting room for the appropriate clinician to attend their virtual visit.
2. After joining the video visit, providers are expected to follow the same positive patient identification steps similar to face to face visits.