

Purpose:

To provide health care providers with guidance on how to prepare for and attend a BC Virtual Visit appointment. This guide includes:

- [Accessing BC Virtual Visit and Logging In](#)
- [Testing Audio and Video Connection](#)
- [Connecting to a Virtual Visit](#)
- [Health Care Provider View and Meeting Controls](#)

Preparing for and Attending a Visit for Health Care Providers

Please keep the following in mind as you prepare for your visit:

- Ensure you are connected to the Internet, whether it be through a wired, Wi-Fi, or cellular connection.
- Use an office that is private and quiet. Shared spaces are not recommended.
- Sit 2-3 feet from the camera; remove any distracting objects or patient information from view.
- Face the camera away from bright sources of light to avoid your image looking black to the patient on the other end.
- It is necessary to confirm the physical location and address of your patient before beginning a virtual visit in case of emergency or adverse event. Document this information where appropriate.
- It is necessary to gain verbal consent from your patient to meet virtually using BC Virtual Visit. Document this information where appropriate.
- Please chart as per usual. No clinical information should be stored in BC Virtual Visit.

For more information on steps to take before, during, and after a virtual visit, review [The Virtual Care Visit guidelines](#).

Accessing BC Virtual Visit and Logging In

1. Launch BC Virtual Visit.

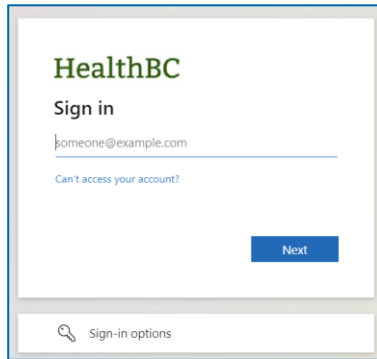
All Island Health Windows devices will have the BC Virtual Visit desktop application installed.



For other device types, refer to the appropriate guide for [how to download/use the BC Virtual Visit Provider Applications](#).

Desktop users may also access BC Virtual Visit through a supported web browser (Chrome, Edge, Firefox, or Safari) using the links below. However, it is recommended that the desktop application is used whenever possible as it provides a higher quality experience.

- For scheduling and attending visits with your patients: PRODUCTION (PROD) Environment
 - For practicing and familiarizing yourself with the application: TRAINING (TRAIN) Environment
2. Enter your Island Health email and password to sign in.



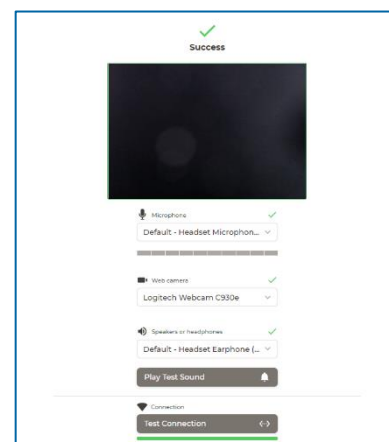
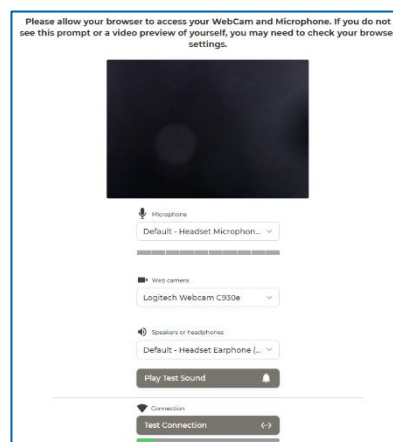
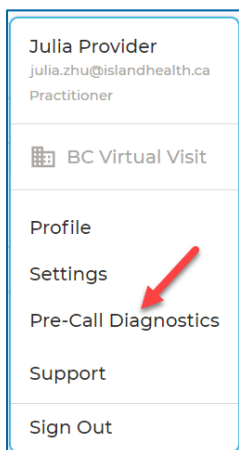
HealthBC
Sign in
someone@example.com
Can't access your account?
Next
Sign-in options

Testing Audio and Video Connection

It is recommended to test your Audio and Video Connection before your first BC Virtual Visit appointment **OR** if you are using a new device/workstation.



1. Once logged in to BC Virtual Visit, select the *User Menu* icon in the top right corner.
2. Select **Pre-Call Diagnostics** to test your camera, speaker, microphone, and Internet connection.



NOTE: If requested, allow your browser permission to use your camera and/or microphone.

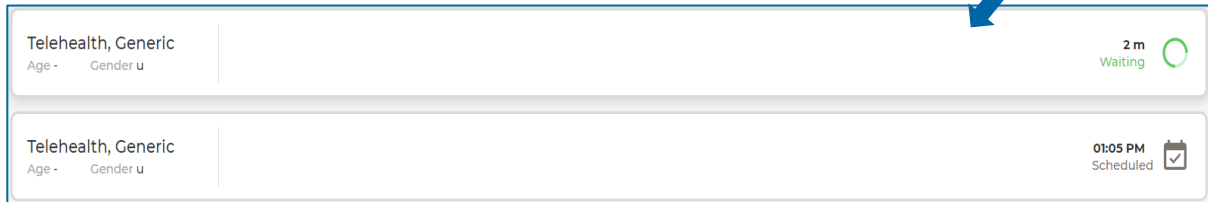
Connecting to a Virtual Visit

1. Navigate to the **Queue**, **Schedule**, or **Waiting Room** tab to locate the visit.

NOTE: By default, the Queue and Schedule will show daily visits for all the Waiting Rooms you have access to; opening a specific Waiting Room will show daily visits scheduled in that Waiting Room.

These tabs can be filtered to allow control over which visits display to you. Any filter configurations will be saved whenever you access the tabs. Please review the [Filter Configuration for Visits](#) guide for instructions on customizing your filter options.

2. Once your patient has completed check-in, you will see the status of the visit change to "Waiting".



The screenshot shows a list of virtual visits. The top card is for 'Telehealth, Generic' with a status of '2 m Waiting' (indicated by a green circle). The bottom card is also for 'Telehealth, Generic' with a status of '01:05 PM Scheduled' (indicated by a calendar icon). A blue arrow points to the 'Waiting' status on the top card.

3. Select the visit by clicking anywhere on the visit bar.

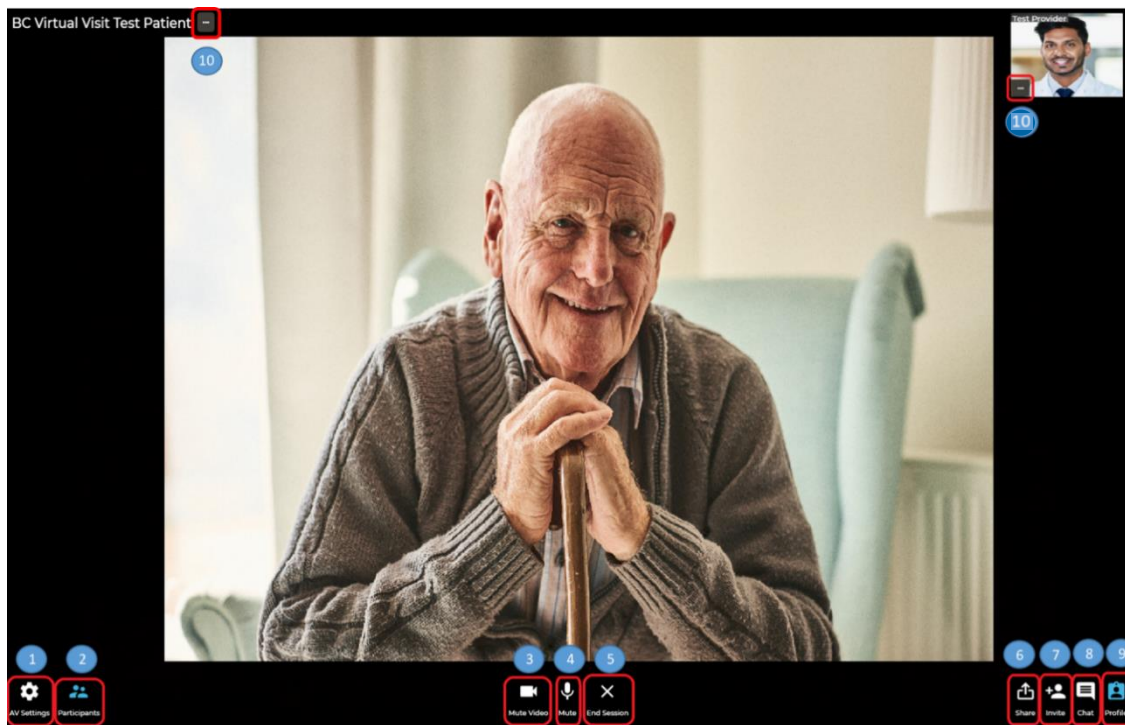
IMPORTANT: Always double-check the scheduled date, time, and patient name before clicking on a visit.


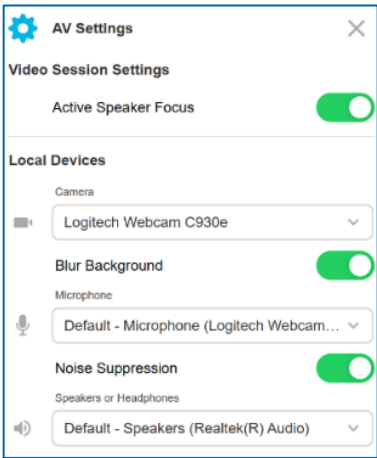
4. Click *Connect* on the pane that opens on the right side of the screen to start the call.













The screenshot shows a green button with the text 'Connect' and a small telephone handset icon.


Health Care Provider View and Meeting Controls

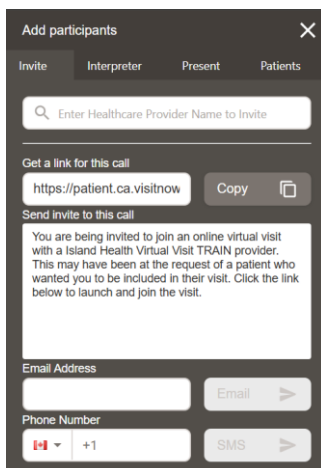


<p>1</p>		<p>Select or change your video and audio devices. Other options include the ability to enable active speaker focus, blur your video background, and enable noise suppression.</p> <ul style="list-style-type: none"> • <i>Active Speaker Focus</i> ensures that the participant speaking is shown on the main video window. • <i>Noise Suppression</i> reduces background noise during calls.  <p>The screenshot shows the "AV Settings" window. It has a title bar with a gear icon and a close button. Under "Video Session Settings", there is a toggle for "Active Speaker Focus" which is turned on. Under "Local Devices", there are dropdown menus for "Camera" (Logitech Webcam C930e), "Microphone" (Default - Microphone (Logitech Webcam...)), and "Speakers or Headphones" (Default - Speakers (Realtek(R) Audio)). There are also toggle switches for "Blur Background" (turned on) and "Noise Suppression" (turned on).</p>
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2	 Participants	Hide/show participants' small video windows. The icon will also indicate how many individuals are currently on the call.
3	 Mute Video	Switch your camera off/on.
4	 Mute	Mute/unmute your audio.
5	 End Session	End call or place the call on hold – <i>see below for details.</i>
6	 Share	<p>Share your screen, an application window, or a browser tab.</p> <p>Note: You can share your device audio with others if you are connecting over the browser. This may be helpful if you are sharing a video that contains audio. Ensure you select the <i>Also share system audio</i> checkbox at the time of sharing.</p> 
7	 Invite	Add additional participants or audio interpreter. – <i>see below for details.</i>
8	 Chat	<p>Chat with participants during the video.</p> <p>Note: a flashing chat icon indicates you have unread messages.</p>
9	 Profile	Hide/show patient profile information on right-hand side of screen.
10	 Patient or Guest Name	Provides several video viewing and call options for participants (e.g. patient, guests, other health care providers) – <i>see below for details.</i>

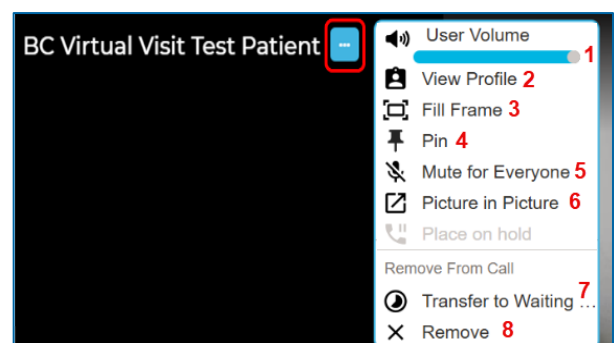
7 Adding Additional Participants – During a Visit

1. While the session is live, click the *Invite* icon. 
2. On the *Invite* tab, perform one or more of the following as needed:
 - You can invite another BC Virtual Visit health care provider using the first field.
 - Notify the provider you are inviting to monitor their Queue to see the incoming call.
 - You can invite the patient's family or guests using the bottom fields:
 - Customize the message as needed.
 - Enter the invitee's email, then click *Email*.
 - Enter the invitee's phone number, then click *SMS*.
3. On the *Interpreter* tab, you can invite an on-demand spoken language (audio) interpreter to the call:
 - Search for and select the language required for the patient.
 - Click *Invite Interpreter*.
 - The audio interpreter will automatically join the call within 1-2 minutes.
4. On the *Patients* tab, add any patients or guests actively waiting in the waiting room to the call.



10 Participant Video Viewing and Call Options

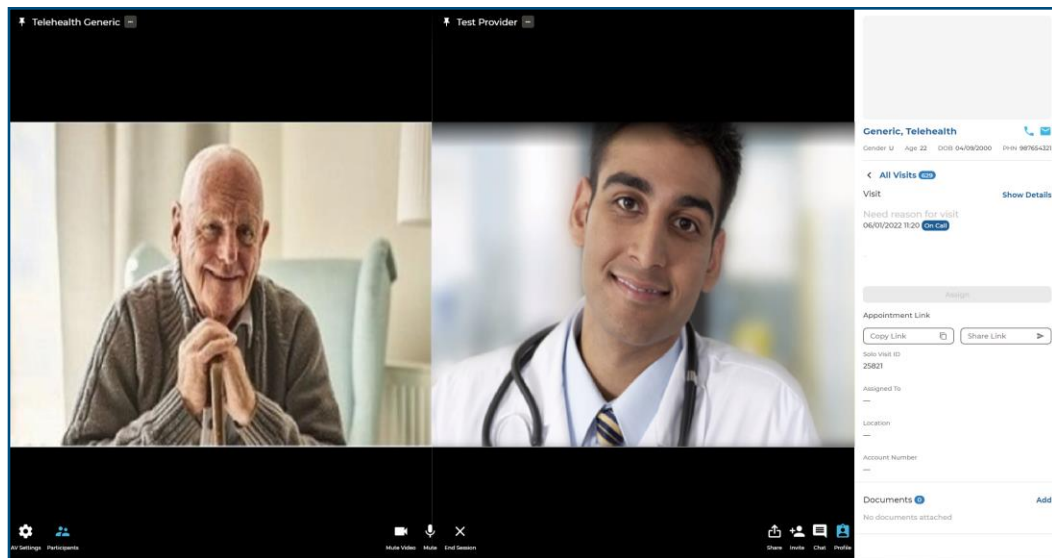
1. While the session is live, click the ellipses next to the patient, guest, or other health care provider's name.
2. In the window that appears:
 1. Adjust the *USER VOLUME* to fine tune how loud or quiet the participant is. This will not adjust their volume for anyone else on the call.
 2. Clicking *VIEW PROFILE* allows you to see the Profile Panel on the right-hand side of the screen for the Patient (guests and other health care providers do not have profiles).




NOTE: Active Speaker Focus must be enabled for the View Profile option to be visible. Active Speaker Focus can be enabled from the AV Settings.


3. Clicking *FILL FRAME* will fill your screen with the participant's video when they are in view. To exit this view, click the ellipses again and select *FIT VIDEO*.
4. Clicking *PIN* will ensure the participant's video stays on the screen.

TIP: Pin a second participant (or yourself) for a side-by-side video view. This will override the Active Speaker Focus if enabled. To exit this view, click the ellipses and select *UNPIN*

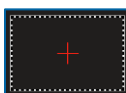


5. Clicking *MUTE FOR EVERYONE* on a participant will mute their audio for all other participants on the call.
6. Clicking *PICTURE IN PICTURE* allows you to pop-out one participant's video window so that you can see them while using other applications on your computer. You can move and resize the window as needed. Hover over the video and select the return icon  or X to return the participant's video to the main screen. The popped-out participant window will remain in front of the other windows on your screen. Currently, there is no way to have the pop-out remain as the active speaker.
7. Clicking *TRANSFER TO WAITING ROOM* will place the patient back into the waiting room, temporarily removing them from the call. To add the patient back into the call, you will need to exit the call and reconnect to them via the waiting room or Queue/Schedule when ready. This feature cannot be used for guests or other health care providers.
8. Clicking *REMOVE* will remove the individual participant from the call. If the patient is the only participant on the call, this will function similar to *END CALL FOR ALL*. This feature cannot be used for other health care providers.

Ability to Zoom in on Patients or Guests

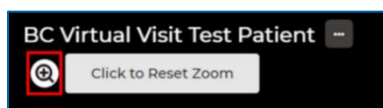
You can zoom in on a participant's video. Patients will receive no indication when you have zoomed in on their video. Place your cursor  in the centre of the area of interest and complete one of the following to zoom in:

1. Move the scroll wheel on your mouse forward.
2. Left click on your mouse, hold it down, and drag the viewing box to the preferred size.



To zoom back out, you can either:

3. Move the scroll wheel on your mouse backward.
4. Use the *Click to Reset Zoom* button to reset the zoom.

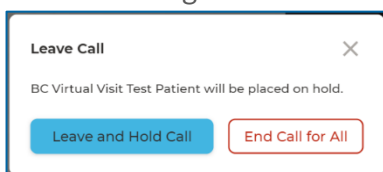


5 Leaving a Call

1. Click the *End Session* icon.



2. In the window that appears:
 - Clicking *LEAVE AND HOLD CALL* will remove yourself from the call and place the patient back in the waiting room with an 'On Hold' status.
 - Clicking *END CALL FOR ALL* will end the call for all participants.



3. After you click *End Call for All*, a window will prompt you to complete the *Health Care Provider* survey. Once you click on *TAKE SURVEY*, you will be taken to the health care provider post-consultation survey upon exiting the call.

