Virtual Care Services

Purpose:	To offer guidance on conducting test calls in the BC Virtual Visit (BCVV) production environment with patients or colleagues, ensuring that both audio and video function correctly before a clinical visit.

Completing a Test Visit in BC Virtual Visit

NOTE: ALWAYS schedule against the test patient provided in the system: **Test Patient, BC Virtual Visit**. Do **NOT** create any other test patient profiles in the production (PROD) environment.

1. Login to BC Virtual Visit using the Desktop Application or browser using myvirtualvisit.ca.visitnow.org.

2. From the **Patients** tab, schedule a visit using the following test profile: **Test Patient, BC Virtual Patient**.

   - For instructions on how to schedule a visit in BCVV, please review the Scheduling a BC Virtual Visit Appointment guide.

3. Select the **Waiting Room** you would like to conduct the test call from.

4. You can add yourself as the **Assigned Provider** if you wish, but this will have no impact on your ability to connect with the test patient.

5. Under **Reason(s) for Visit**, select "Test Appointment" and click **Confirm**.

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6. In the appointment summary page as shown below, type in the email address and/or phone number of the person you are testing with. This contact information will **NOT** be saved under the test patient profile.

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7. Click **Send** to forward the visit invitation. Join the test call as per usual from your **Queue**, **Schedule**, or **Waiting Room**. For information on in-call functionality available to health care providers, please review the Preparing for and Attending an Appointment guide.

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