

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**.

New Visit

Patient

Name

Test Patient, BC Virtual Visit

Visit

Waiting Room

BC Virtual Visit Testing

Patient Will Connect Through

Patient's personal device
Patient private device will be used

Care Location
Specific device located in the medical institution

Assigned Provider

Select Assigned Provider

Date **Start Time** **End Time**

24-04-2024 10:30 10:35

Reason(s) for Visit

Interpreter Booked Via Provincial Language Services Portal
 Test Appointment

Other

More Options

> [View More](#)

Cancel Confirm

- 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.

Appointment

BC Virtual Visit Test Patient

Wednesday, 24 April 2024,
10:30 - 10:50

Scheduled

[Reschedule](#) or [Cancel](#) visit.

Assigned Provider
Generic Provider
[Edit](#)

Reason(s) for Visit
Test Appointment
[Edit](#)

Patient notifications

At scheduling 24-04-2024 10:34
Email, SMS

Notify patients when a provider joins the call
Email, SMS

Share

URL for the recipient

Copy

Email Invitation

Send

SMS Invitation

Send

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.