

Information for healthcare professionals

Purpose: This document outlines the steps required to prepare your Android Phone or Tablet to conduct a virtual visit using the BC Virtual Visit application.

Please complete the following steps prior to your first BC Virtual Visit appointment:

- 1. Ensure you have the Google Chrome App (other browsers on your Android device WILL NOT work)
- 2. Create a password for your BC Virtual Visit Account
- 3. Login to BC Virtual Visit and check to make sure you have the correct waiting room access
- 4. For more information, review the <u>training videos</u> and/or reach out to <u>VirtualCare@islandhealth.ca</u> for additional support

1. Access BC Virtual Visit on your Android Device

- a) Download the Google Chrome App from the Google Play Store
- b) From the Google Chrome App, navigate to https://myvirtualvisit.ca.visitnow.org/login
- c) You will be brought to the following login page. Sign in using your Island Health email and password.

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

If you require additional information regarding functionalities within BC Virtual Visit, please see our webpage on Information for Healthcare Providers

2. Connecting to a Virtual Visit

Your BC Virtual Visit account has access to the virtual waiting rooms of the facilities you service. Staff on site will have a device to connect into these same virtual waiting rooms.

Once you coordinate with the site to see a patient/resident via video visit, as per your standard process, follow these steps once logged in using the device you set up:

From Tablet:

a) Click the Queue button on the left navigation

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BC VIRTUAL VISIT	G
< June 18	👳 👌 Providers
🗄 Dashboard	٩
Queue	Care Locations
Schedule	Q
Patients	Aberdeen Hillside
Waiting Rooms	Aberdeen Hillside A/B Offline
	Aberdeen Landsdowne A/B Offine
	Blackwood MHSU MVV1
	In Use
	Brentwood House Offine
	Cairnsmore Place 1 Offine
	Care Location Testing 1 Available
	Chartwell Malaspina Gardens 1
Add Waiting Room +	Offine

b) When the site connects your patient, you will see their name appear in the Queue as Waiting

BC VIRTUAL VISIT	Q, Patient Search		G
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III Dashboard	, Your Patient	0m 🔿	Name LTC Site Virtual Waiting Room Visit Now
Queue	Age - Cender u	Waiting Care Location	URL
Schedule		LTC Site Care Location	https://uat.ca.visitnow.org/e

- c) Click on the appointment bar
- d) Click connect when you are ready to join the video visit

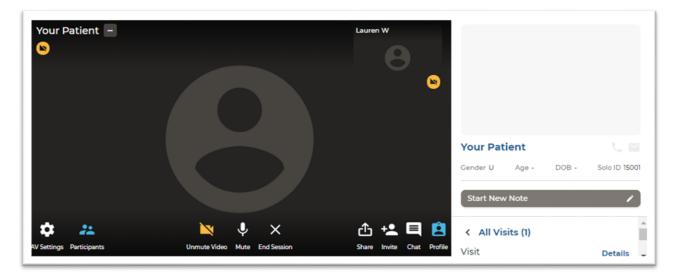
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 Schedule Care Locations 			Connect

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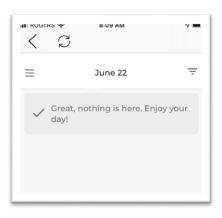
You should not be connected to the video call. Below is a brief explanation of the icons you will see on your screen during the video call:



- AV Settings change your camera and/or microphone/speaker
- Participants hide the small participant videos
- Mute Video turn off your video
- Mute turn off your audio
- End Session Put patient on hold (Leave) or end call (End for All)
- Share share your screen
- Invite invite guest participants to join the call via email or SMS
- Chat chat message with other participants in the call
- Profile hide the profile section on the right side

From Smart Phone:

a) When you login to the BC Virtual Visit app on iPhone, it will open to your Queue



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b) When the site connects your patient, you will see their name appear in the Queue as Waiting



c) Click on the appointment bar to open the patient details

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d) Click connect when you are ready to join the video visit

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Connect		-

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Chat	Mute	End Session	Mute Video	Switch

- Chat chat message with other participants in the call
- Mute turn off your audio
- End Session Put patient on hold (Leave) or end call (End for All)
- Mute Video turn off your video
- Switch change your camera to front/back

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4. Additional Training Resources

- 1. Overview and General Information (04:04)
- 2. Accessing Training & Production Environments (11:47)
- 3. Basic Navigation & Concept of Waiting Rooms (07:22)
- 4. Joining & Conducting a Virtual Appointment (10:34)

5. Other Resources

- The <u>BC Virtual Visit Provider Website</u>
- Healthcare Provider Practice Standards
- Preparing for and Attending your BC Virtual Visit Appointment
- The <u>BC Virtual Visit Basic User Training Course</u> offered through the Learning Hub