Provider Accessing Care Locations on Android Device
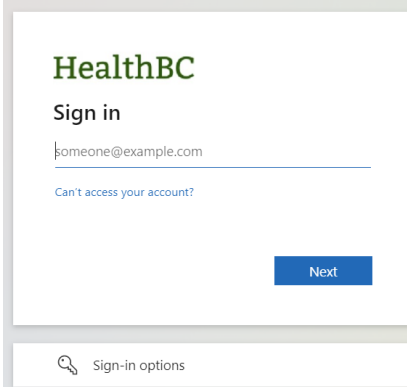Information for healthcare professionals

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 training videos and/or reach out to VirtualCare@islandhealth.ca 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.

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:
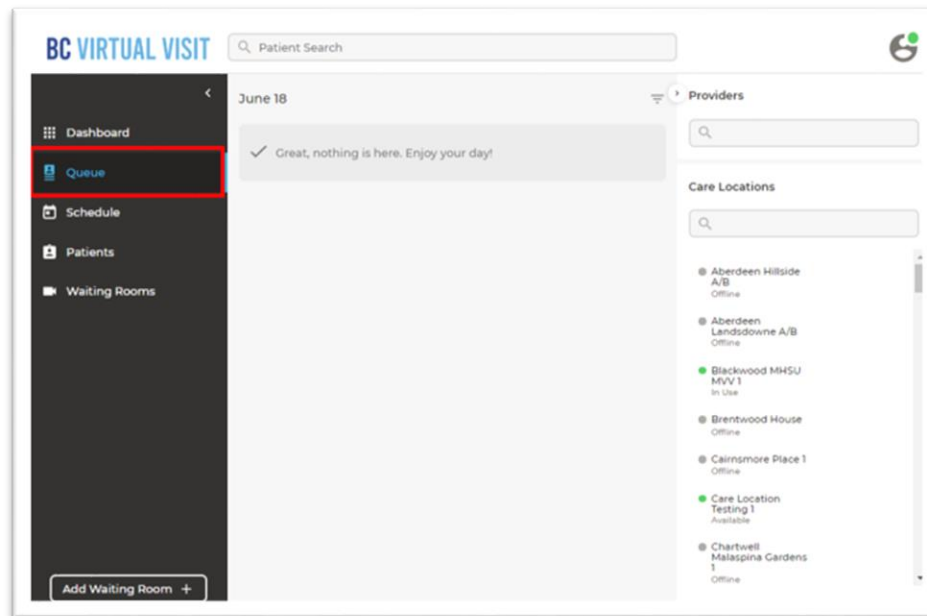
From Tablet:

a) Click the **Queue** button on the left navigation
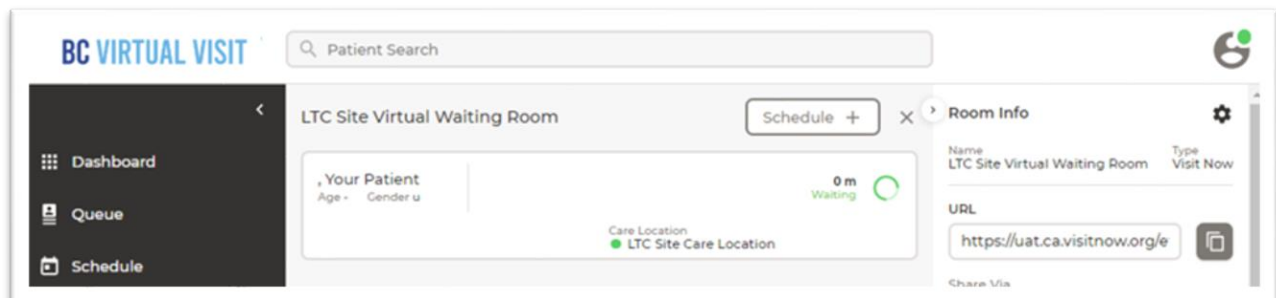
www.islandhealth.ca/bcvirtualvisit

Provider Accessing Care Locations on Android Device
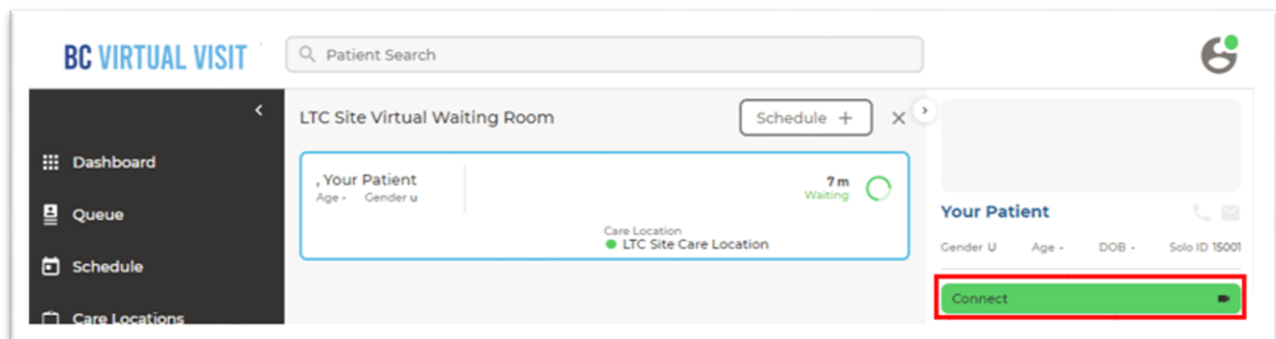Information for healthcare professionals

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

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

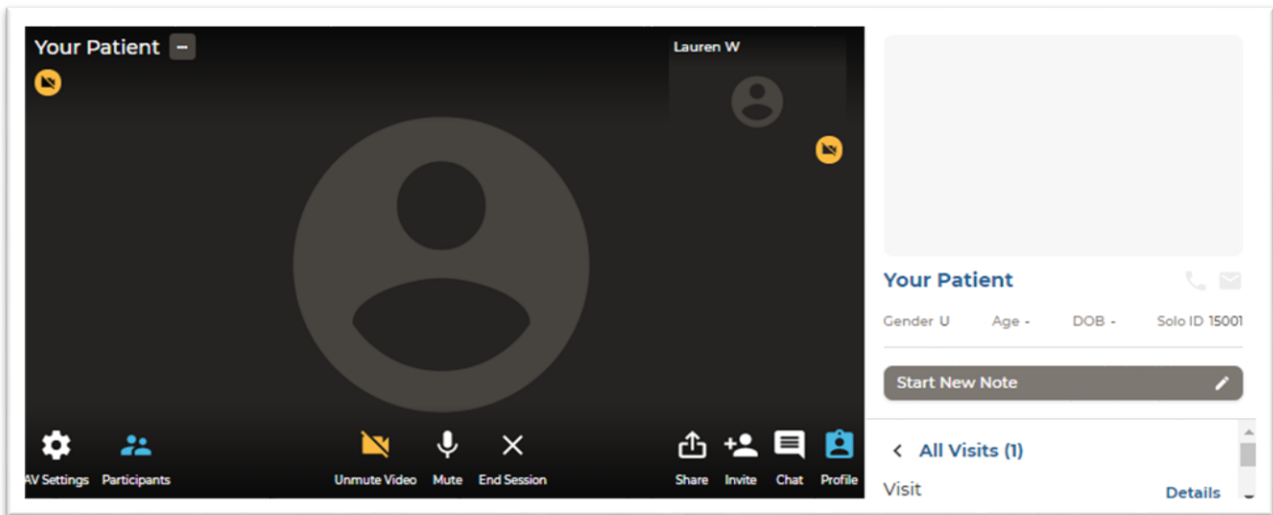# Provider Accessing Care Locations on Android Device
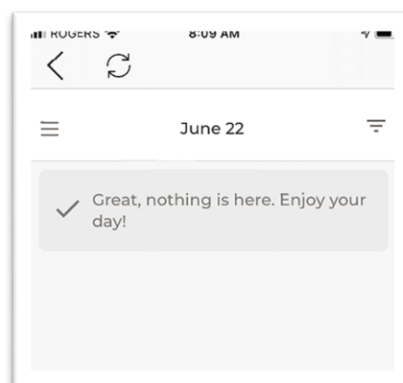Information for healthcare professionals

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**
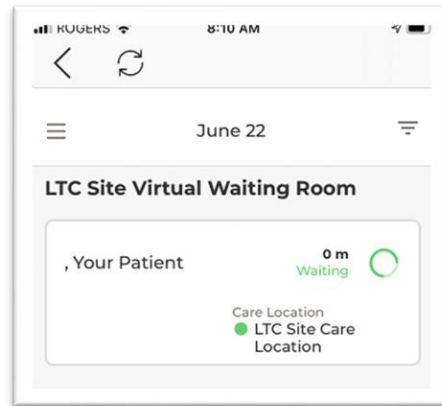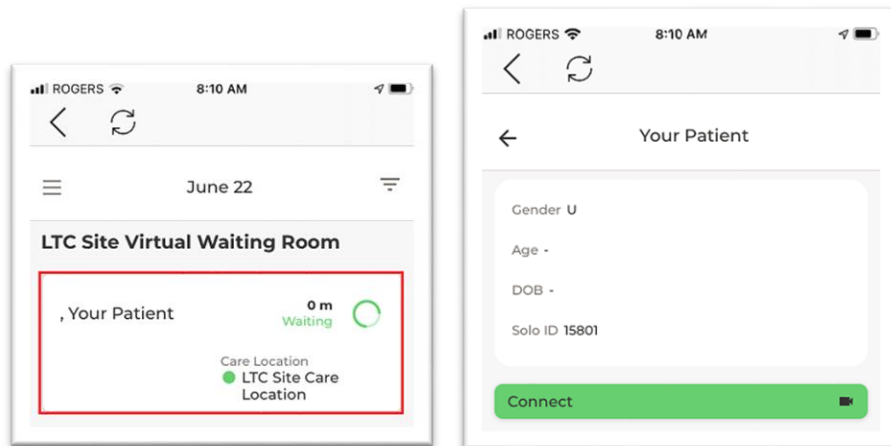
Provider Accessing Care Locations on Android Device
Information for healthcare professionals

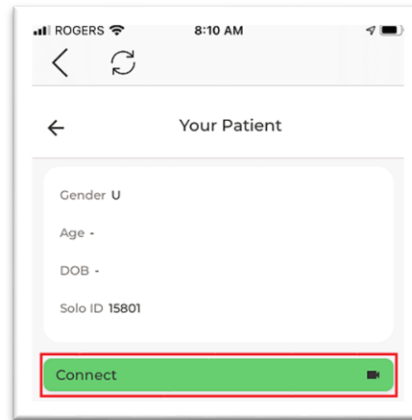b) When the site connects your patient, you will see their name appear in the Queue as Waiting

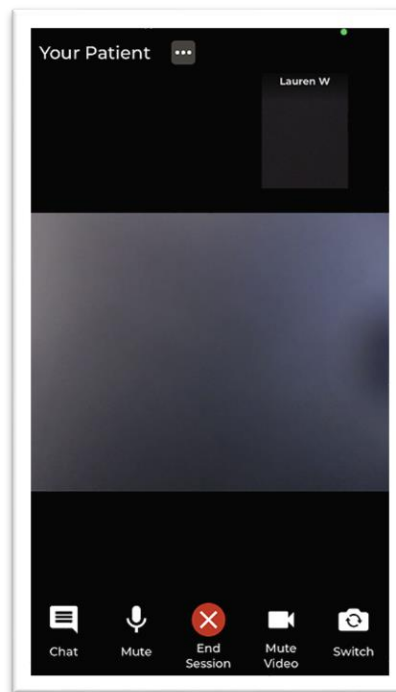c) Click on the appointment bar to open the patient details

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

Provider Accessing Care Locations on Android Device

Information for healthcare professionals

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:

- 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

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 [BC Virtual Visit Provider Website](#)
- [Healthcare Provider Practice Standards](#)
- [Preparing for and Attending your BC Virtual Visit Appointment](#)
- The [BC Virtual Visit - Basic User Training Course](#) offered through the Learning Hub