Provider Accessing Care Locations on Non-Island Health Computer
Information for healthcare professionals

| Purpose:	This document outlines the steps required to prepare your computer 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 BC Virtual Visit Provider Desktop Application, or Google Chrome or Firefox Browser installed on your device. The BC Virtual Visit Desktop application is there preferred way of accessing BC Virtual Visit
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 Computer

a) Enter the BC Virtual Visit URL **myvirtualvisit.ca.visitnow.org** into a supported browser, such as Chrome, Firefox or Edge.
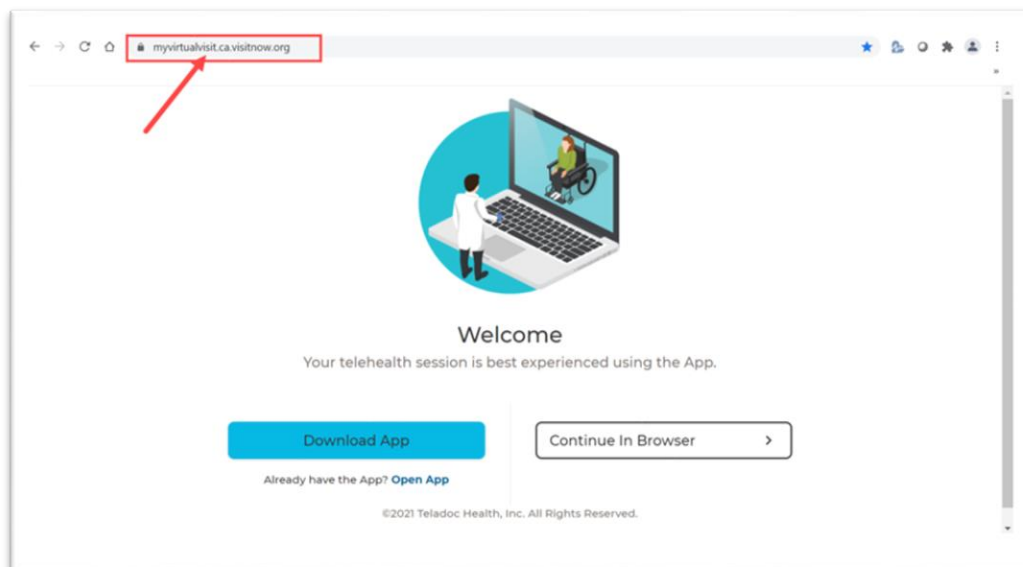
b) Click on **Download App**. You will see an installer on the bottom of your browser, as marked in red below. Double click it to begin the installation process on your computer
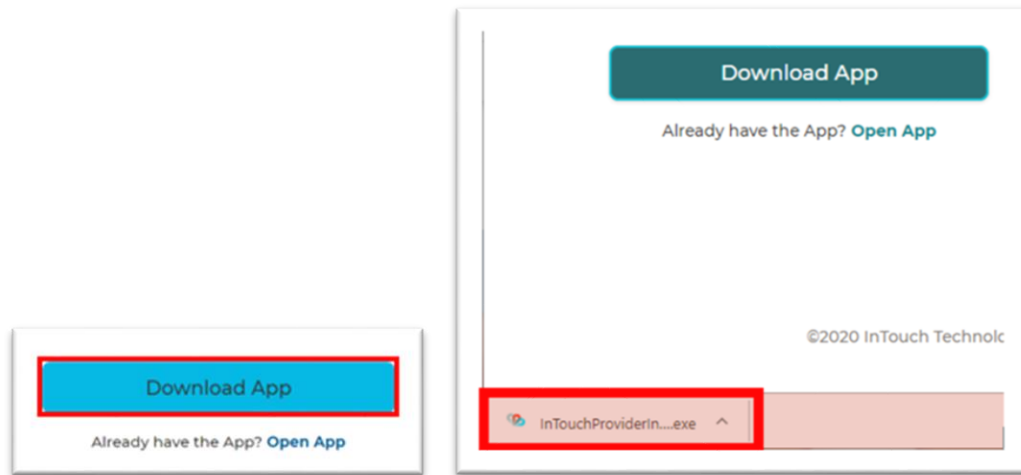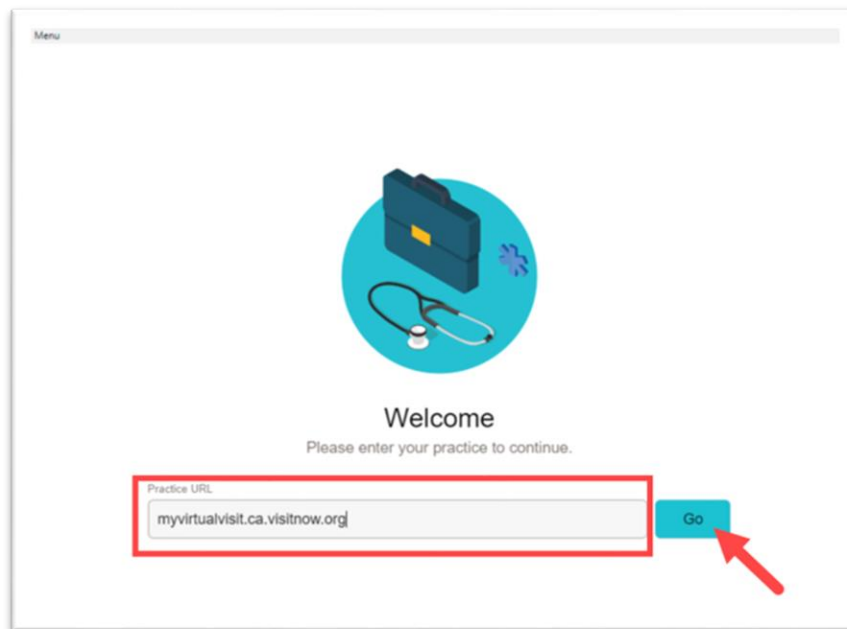
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c) Once the installation process has completed, the following window will pop up. Type in your production login URL, then click Go to be redirected to the login page

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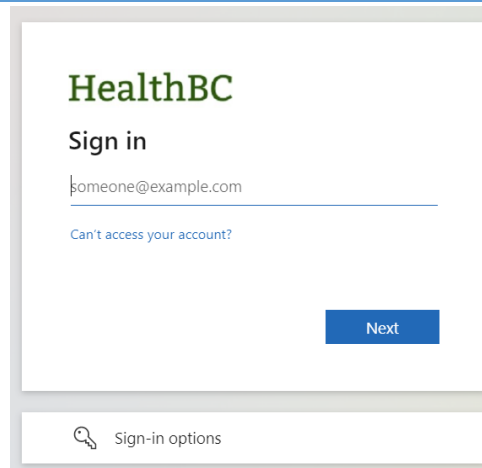
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2. Connecting to a Virtual Visit

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:
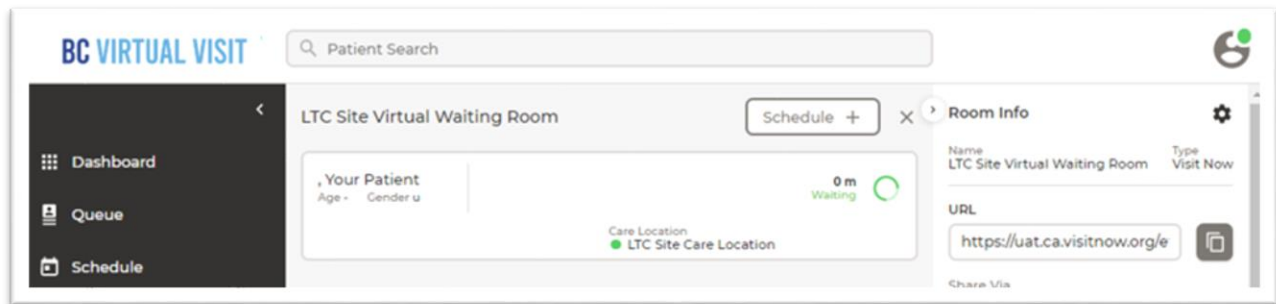
a) Click the **Queue** button on the left navigation
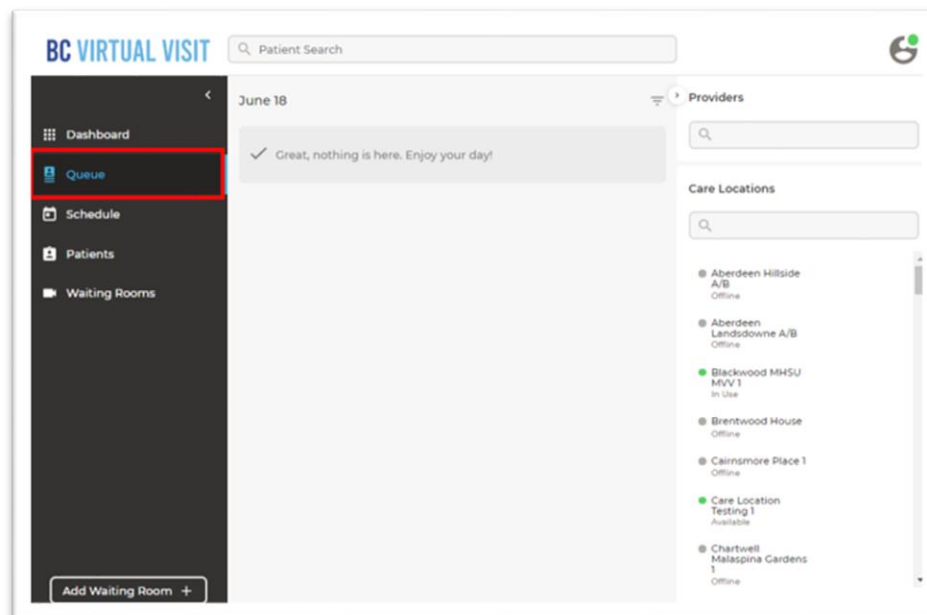
b) When the site connects your patient, you will see their name appear in the Queue as Waiting
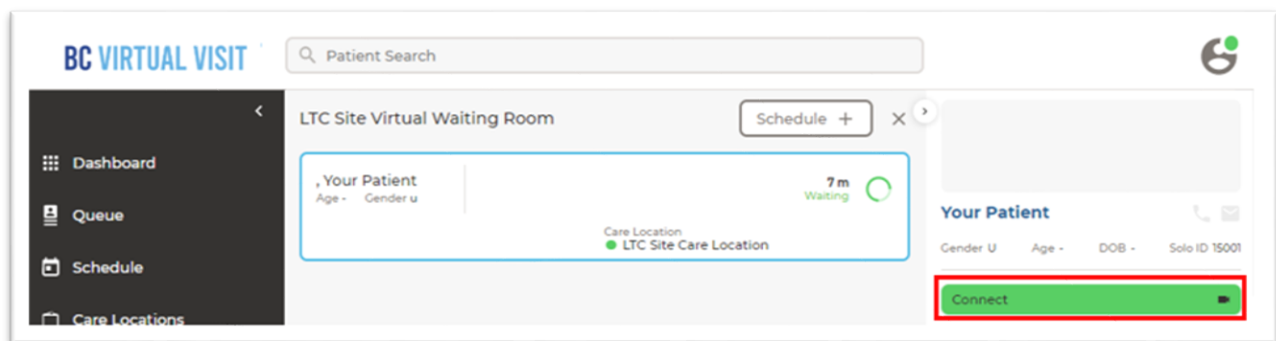
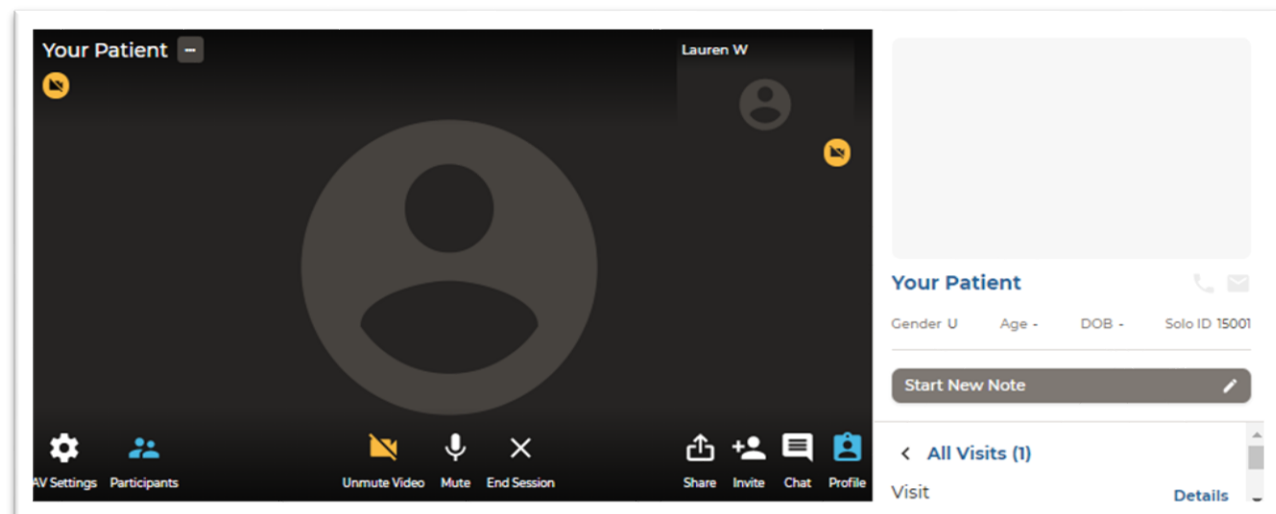# Provider Accessing Care Locations on Non-Island Health Computer
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c) Click on the appointment bar
d) Click connect when you are ready to join the video visit

You should now 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

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- 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

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