

## Provider Accessing Care Locations on Island Health Computer

Information for healthcare professionals

### Purpose:

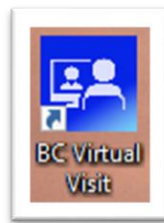
This document outlines the steps required to prepare your Island Health computer to conduct a virtual visit using the BC Virtual Visit application.

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

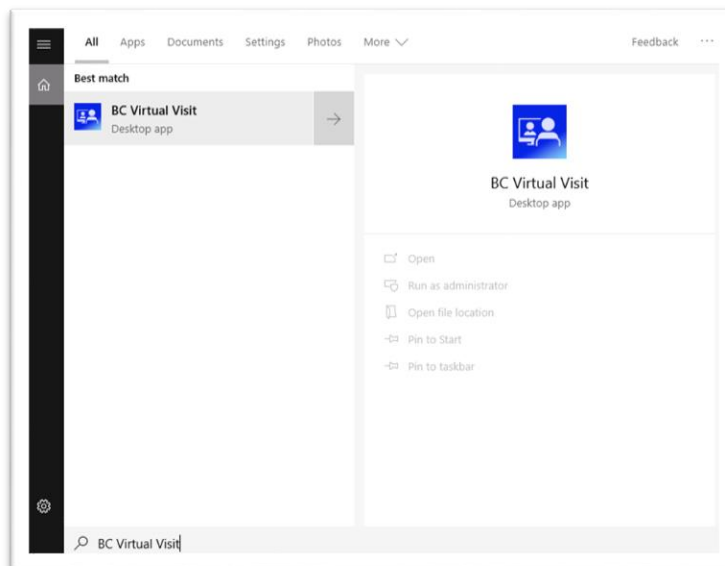
1. Search for the **BC Virtual Visit** desktop application installed on your Island Health computer
2. Create a password for your BC Virtual Visit Account (only if you have never logged in before)
3. Login to BC Virtual Visit and check to make sure you have the correct waiting room access
4. For more information, review the [training videos](#) and/or reach out to [VirtualCare@islandhealth.ca](mailto:VirtualCare@islandhealth.ca) for additional support

## 1. Locate the BC Virtual Visit Desktop Application

- a) All Island Health computers have the BC Virtual Visit installed. Locate the BC Virtual Visit icon on your desktop



OR search "BC Virtual Visit" in your windows start menu



[www.islandhealth.ca/bcvirtualvisit](http://www.islandhealth.ca/bcvirtualvisit)

Technical Support: Clinical Solutions Desk x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free)

Last updated: May 9, 2023

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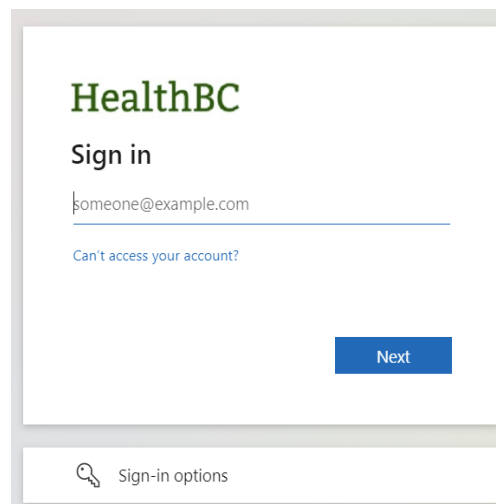
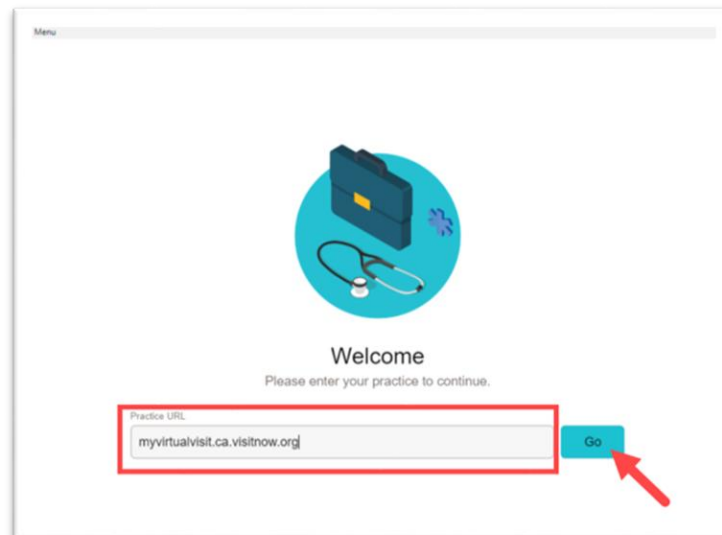
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b) Double click the BC Virtual Visit Provider icon to launch the desktop application



c) Type in your production login URL, then click Go to be redirected to the login page to login using your Island Health email and password.



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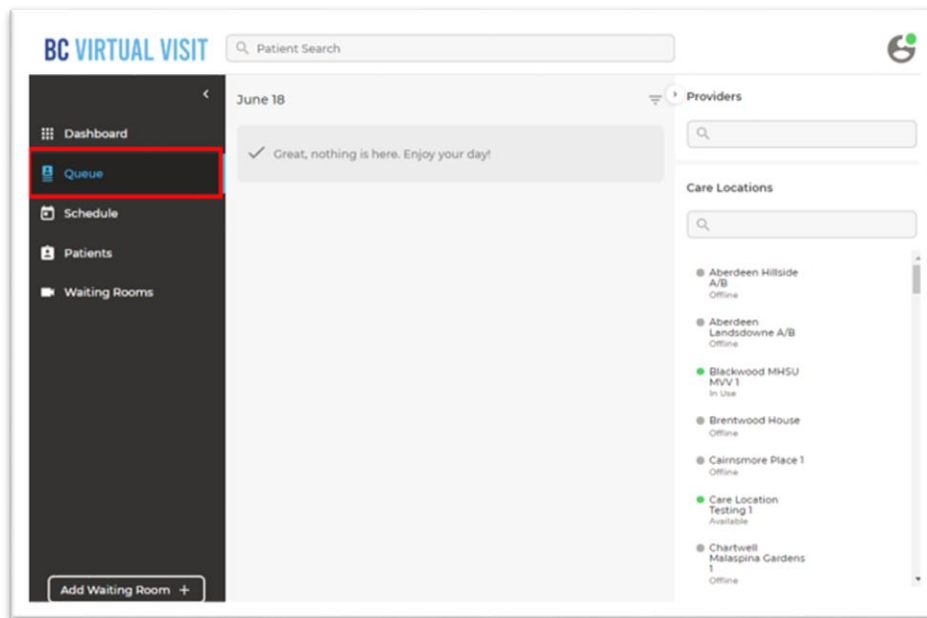
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## 2. Connecting to a Virtual Visit

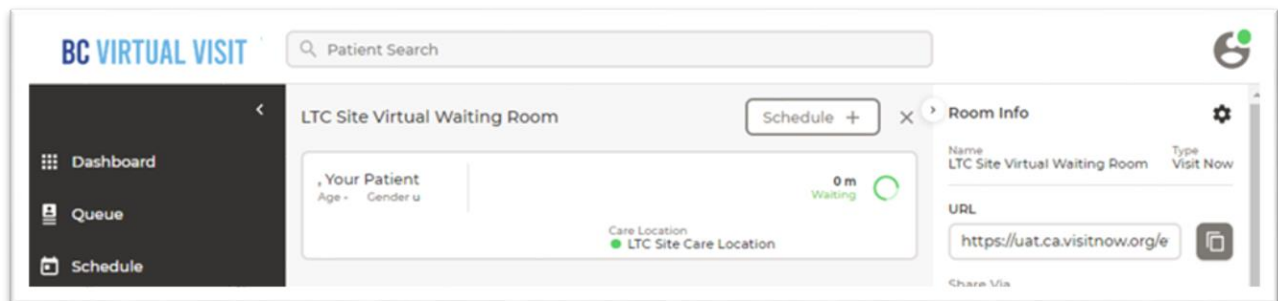
Your BC Virtual Visit account has access to the virtual waiting rooms of the facilities you service. Staff on site will have a device to connect into these same virtual waiting rooms.

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



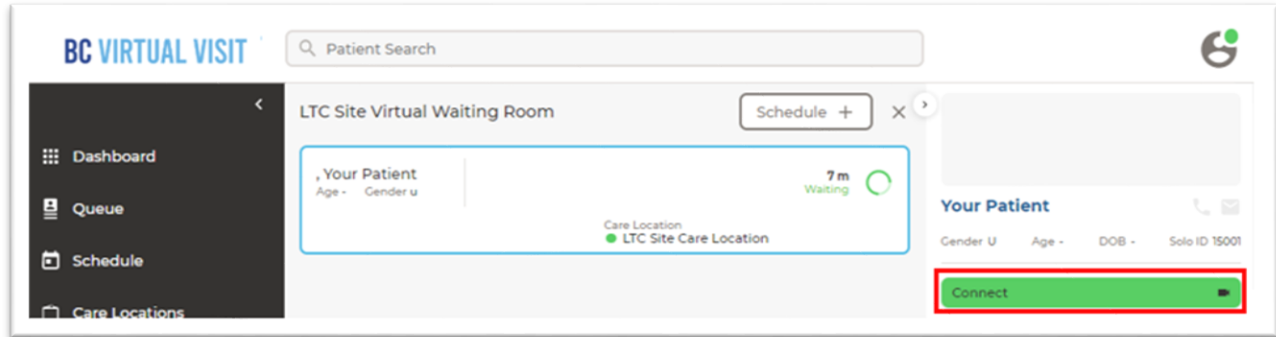
- b) When the site connects your patient, you will see their name appear in the Queue as Waiting



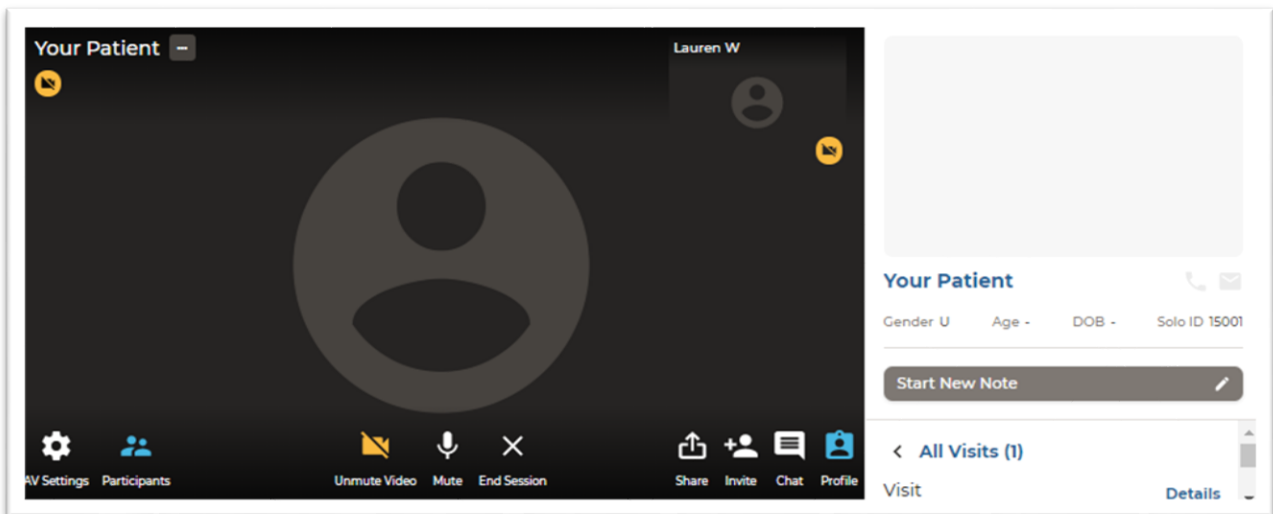
- c) Click on the appointment bar
- d) Click connect when you are ready to join the video visit

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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
- 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

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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 [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