

Provider Accessing Care Locations on iPhone or iPad

Information for healthcare professionals

Purpose:

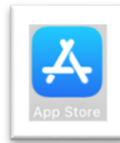
This document outlines the steps required to prepare your iPhone or iPad to conduct a virtual visit using the BC Virtual Visit application.

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

1. Ensure you have the BC Virtual Visit Provider application installed on your device (Safari will not work)
2. Login to BC Virtual Visit and check to make sure you have the correct waiting room access
3. For more information, review the [training videos](#) and/or reach out to virtualcare@islandhealth.ca for additional support

1. Install the BC Virtual Visit Provider App on your iPhone/iPad

- a) Open the App Store



- b) Search "BC Virtual Visit Provider"



- c) Install the BC Virtual Visit Provider Application

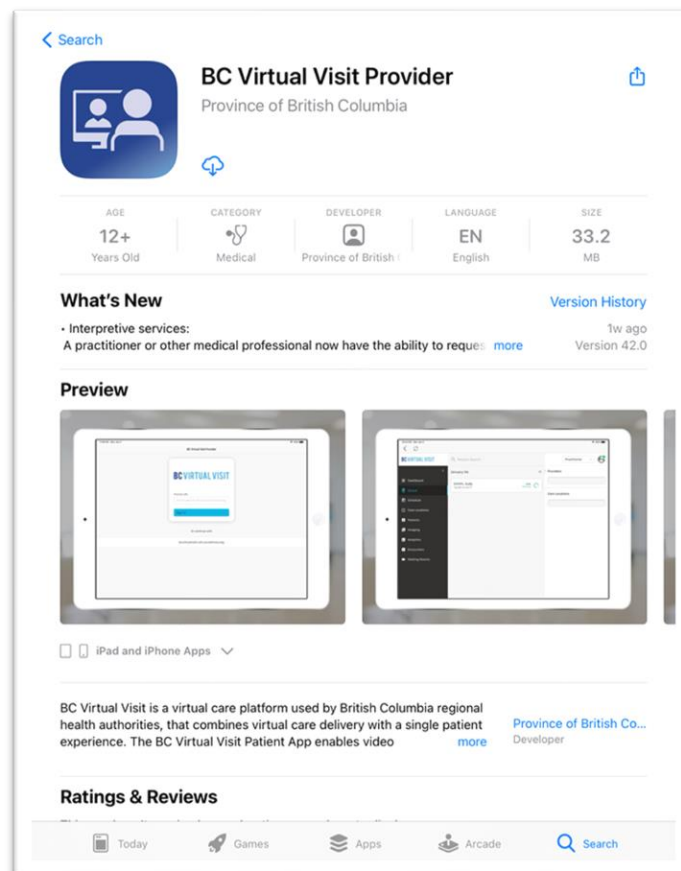
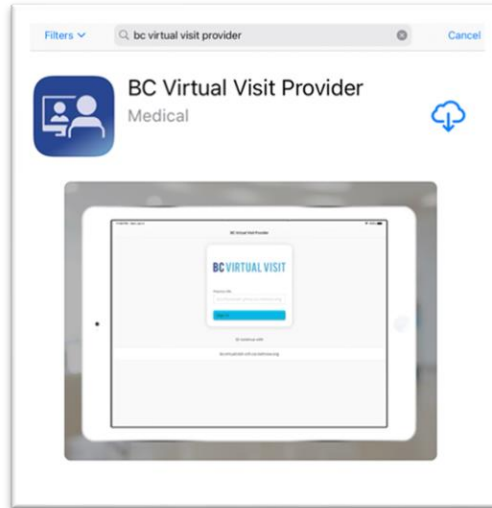
www.islandhealth.ca/bcvirtualvisit

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

Last updated: January 8, 2025

Provider Accessing Care Locations on iPhone or iPad

Information for healthcare professionals



d) Launch the BC Virtual Visit Provider Application

www.islandhealth.ca/bcvirtualvisit

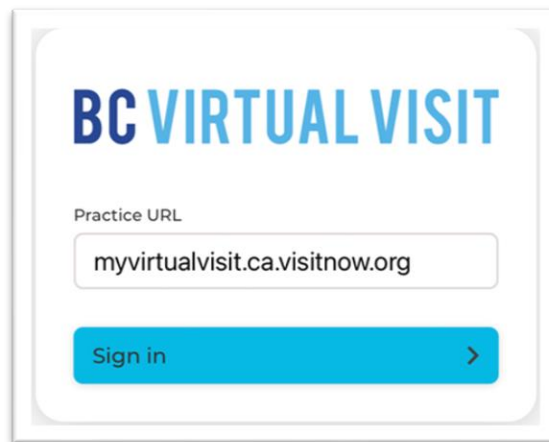
Technical Support: Clinical Solutions Desk x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free)

Provider Accessing Care Locations on iPhone or iPad

Information for healthcare professionals



- e) Enter the practice URL **myvirtualvisit.ca.visitnow.org** and select **Sign in**. Continue to sign in using your Island Health email and password.

The image shows the sign-in screen of the BC Virtual Visit app. At the top, the text "BC VIRTUAL VISIT" is displayed in large, bold, blue letters. Below this, the text "Practice URL" is shown in a smaller font. Underneath, there is a text input field containing the URL "myvirtualvisit.ca.visitnow.org". At the bottom of the screen, there is a blue button with the text "Sign in" and a right-pointing arrow.

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 iPad:

- a) Click the **Queue** button on the left navigation

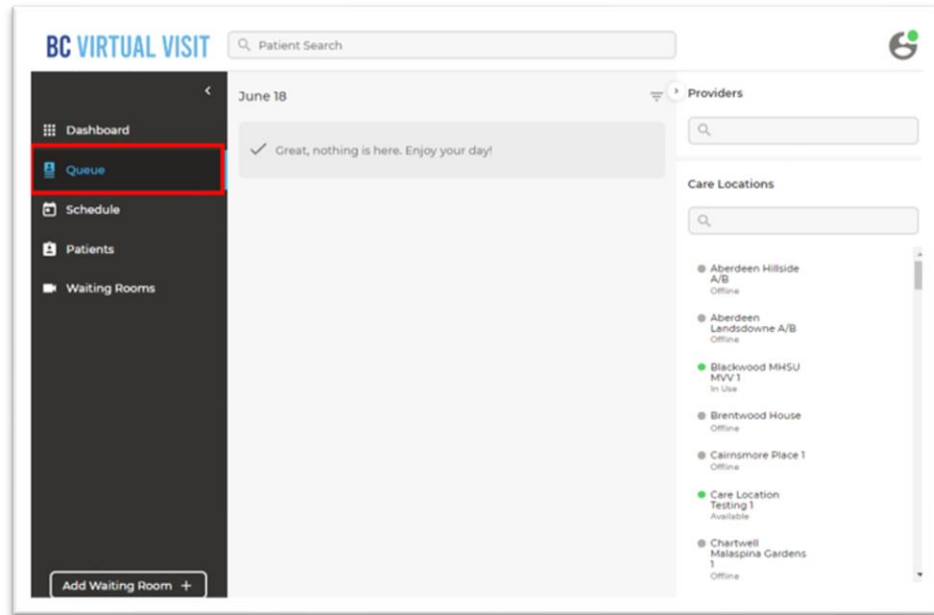
www.islandhealth.ca/bcvirtualvisit

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

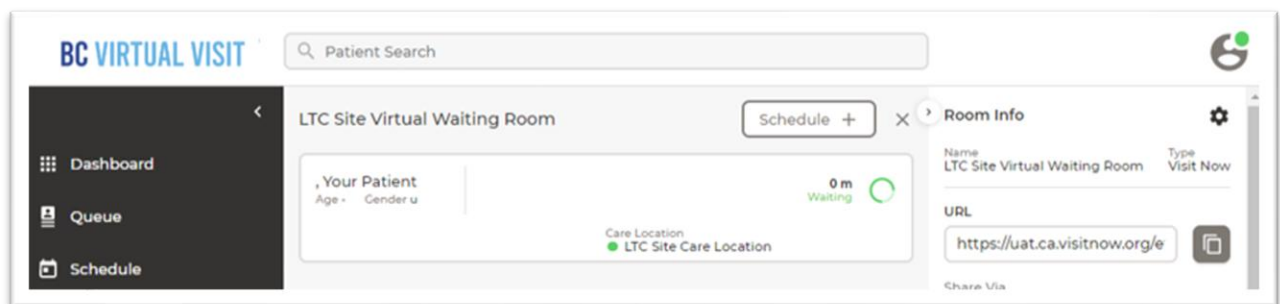
Last updated: January 8, 2025

Provider Accessing Care Locations on iPhone or iPad

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

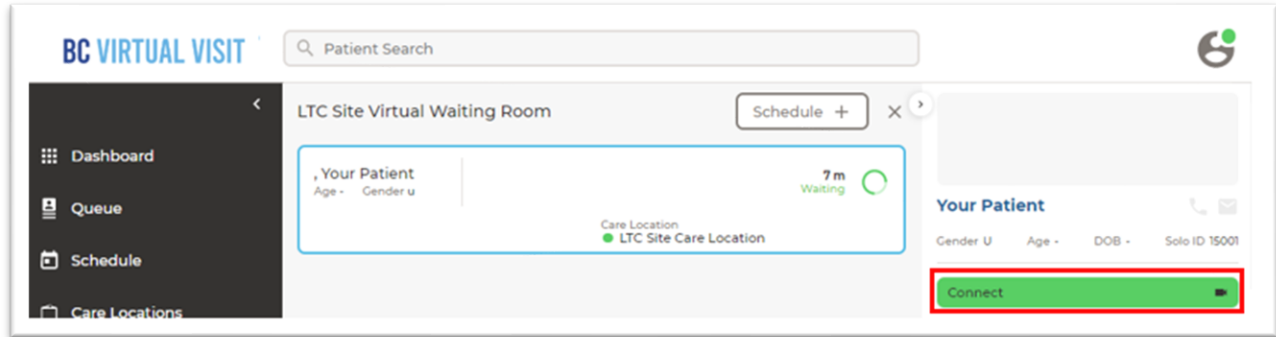
www.islandhealth.ca/bcvirtualvisit

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

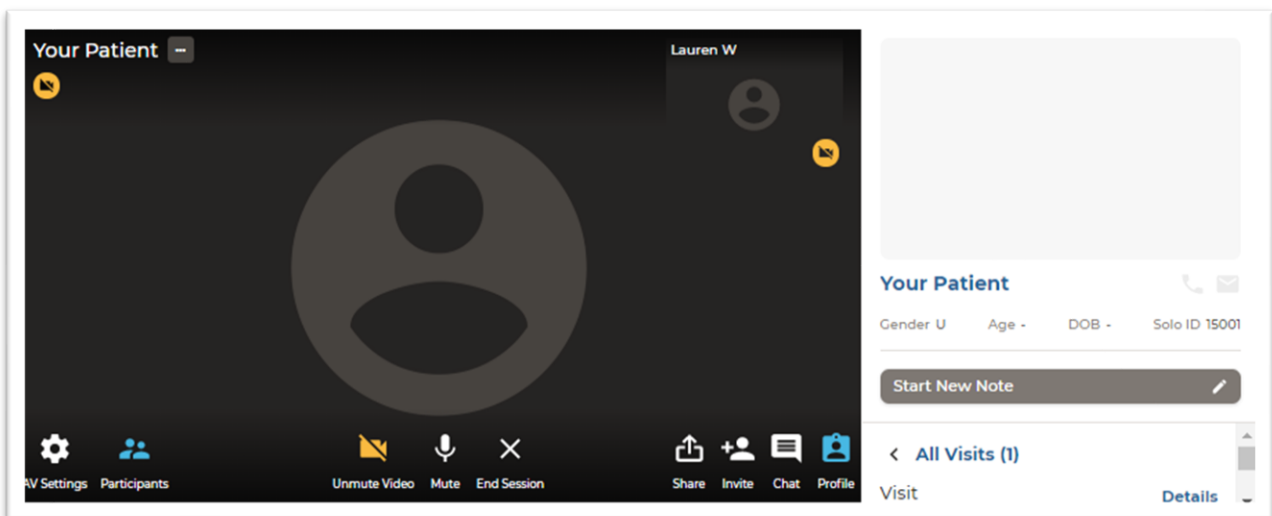
Last updated: January 8, 2025

Provider Accessing Care Locations on iPhone or iPad

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 iPhone:

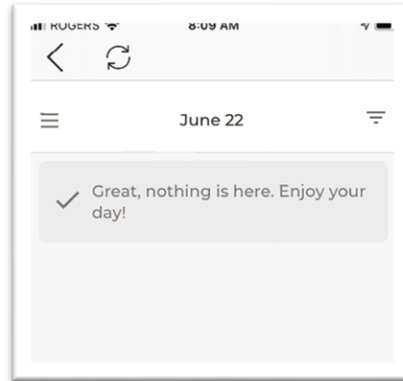
- When you login to the BC Virtual Visit app on iPhone, it will open to your **Queue**

www.islandhealth.ca/bcvirtualvisit

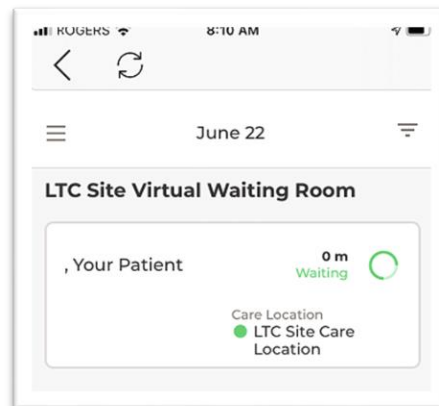
Technical Support: Clinical Solutions Desk x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free)

Provider Accessing Care Locations on iPhone or iPad

Information for healthcare professionals



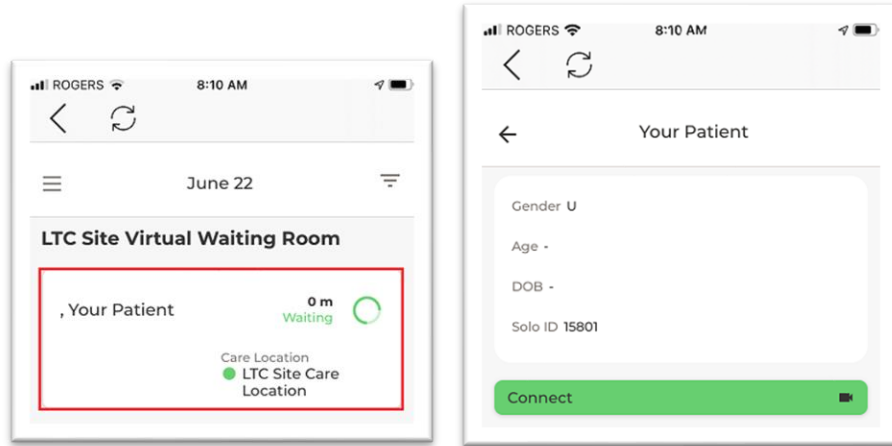
- b) When the site connects your patient, you will see their name appear in the Queue as Waiting



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

Provider Accessing Care Locations on iPhone or iPad

Information for healthcare professionals



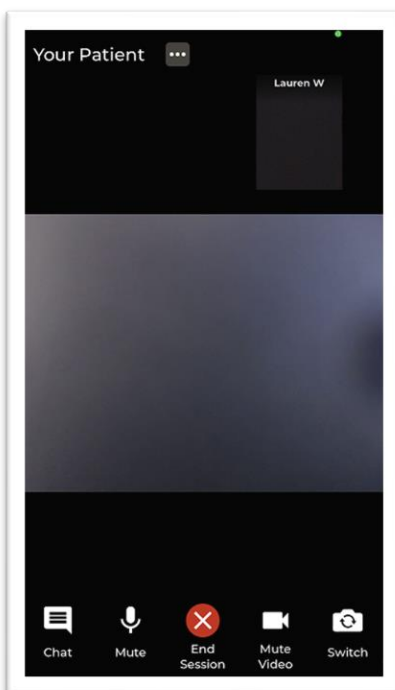
d) Click connect when you are ready to join the video visit



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:

Provider Accessing Care Locations on iPhone or iPad

Information for healthcare professionals



- 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

www.islandhealth.ca/bcvirtualvisit

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