

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. |
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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 <u>training videos</u> and/or reach out to <u>virtualcare@islandhealth.ca</u> 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



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| | ual Visit is a virtual care platform used by British Columbia region authorities, that combines virtual care delivery with a single patier | nt Province of British Co |
| | nce. The BC Virtual Visit Patient App enables video | te Developer |

d) Launch the BC Virtual Visit Provider Application

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

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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

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| Add Waiting Room + | | |

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

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

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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:

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- 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:

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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- 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 <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

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