

### Purpose:

- To provide best practices for capturing and storing email address and phone number of a patient's family member or guest.
- To provide guidance on how to schedule a family member or guest into a BC Virtual Visit appointment.
- **NOTE:** Scheduling an interpreter follows a separate process which can be reviewed [HERE](#).

## Capturing and Storing Family or Guests' Email and Phone

Best practice for capturing a family member or guest's email or phone number:

- Before inviting a family member or guest, confirm that the patient wishes to have this individual present during their visit and document the patient's permission to do so. This can be obtained as verbal permission.
- Always confirm the family member or guest's contact information directly from the family member or guest, and NOT via the patient themselves. To do this, the health care team should:
  1. Receive the family member or guest's contact information from the patient.
  2. Contact the family member or guest directly to confirm their contact information. Obtain the family member or guest's permission to use their contact information to be invited to a patient's BC Virtual Visit appointment.
- Inform the family member or guest that their email or phone number was obtained from the patient.
- Ensure that the family member or guest understands that their email or phone number will only be used for the purpose of being invited to join the patient in a BC Virtual Visit appointment.
- Inform the family member or guest, that while we do our utmost to protect their personal information when communicating electronically, there are risks that they should be aware of, as outlined in [Electronic Communications/Virtual Health – Information for Patients](#).
- Document the family member or guest's email or phone number in the patient's chart per normal clinic process, noting the purpose in which their contact information may be used.
- If your clinic or program is currently using a Secure SharePoint site, you may document the family or guest contact information there per normal clinic process.

- **NOTE:** You may require an amendment to your existing Secure SharePoint PIA to broaden the scope if this was not covered in your original submission. Please reach out to Island Health's Information Stewardship, Access, and Privacy Office at [privacy@islandhealth.ca](mailto:privacy@islandhealth.ca) with any questions.

General questions pertaining to the collection, use, or disclosure of Personal Information by Island Health may be directed to the Information Stewardship, Access, and Privacy Office at [privacy@islandhealth.ca](mailto:privacy@islandhealth.ca).

## Inviting Family or Guests to a BC Virtual Visit Appointment

When a family member or guest may need to be included in a BC Virtual Visit appointment with your patient, the following methods are available:

1. Scheduling Family or Guests for a BC Virtual Visit Appointment
  - a. Option A: Send the Invitation Through BC Virtual Visit (Recommended Method)
  - b. Option B: Copy the Waiting Room Link into an Email Invitation
2. Inviting Family or Guests at the Time of the BC Virtual Visit Appointment

**The clinic or program will send a separate invitation** to the family member or guest to join the patient in a BC Virtual Visit appointment. The family member or guest should be made aware that they **cannot join from the patient's original invitation**.

### 1. Scheduling Family or Guests for a BC Virtual Visit Appointment

#### **Option A: Send the Invitation Through BC Virtual Visit (Recommended Method)**

**1:** Obtain the family member or guest's email address or phone number following the best practices on page 1.

**2:** Select the waiting room you would like the family member or guest to join. Make sure that filters are hidden on the right pane. The **Add a Message** box displays the default invitation message that will be sent to the family member or guest. Click on the message and fill in the **patient's initials, date, and time** for the patient's visit. The URL for the invitee to join the visit will automatically be added to the end of the message after it is sent.

Default Message:

*This invitation for a virtual visit was sent to you by [CLINICIAN NAME OR PT INITIALS].  
The virtual visit will take place on:*

*Date: [INSERT DATE]*

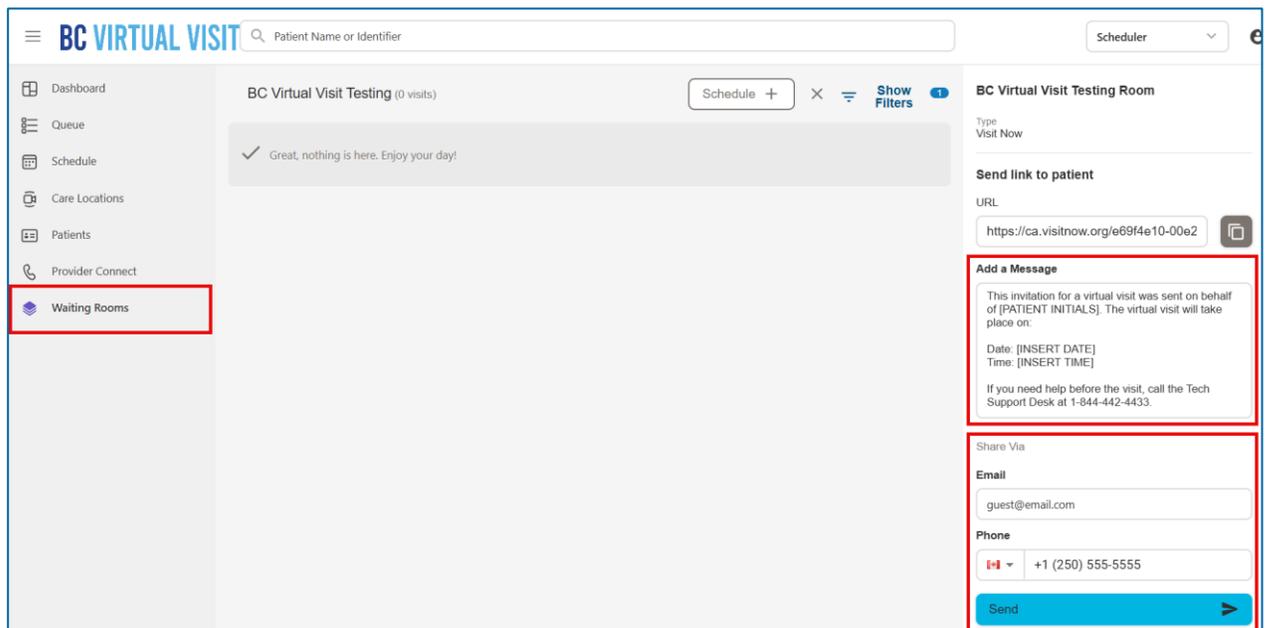
*Time: [INSERT TIME]*

*If you need help before the visit, call the Tech Support Desk at 1-844-442-4433.*

**NOTES:**

- Do not include any Personally Identifiable Information (e.g. patient's full first and last name, PHN, DOB, etc.) in this message.
- There is a 255-character limit on this message, after which you will not be able to add more text.
- The default message can be customized for your waiting room. To do so, please contact our team at [virtualcare@islandhealth.ca](mailto:virtualcare@islandhealth.ca).

**3:** Enter the family member or guest's **Email and/or Phone** where they will receive the invitation, then click **Send**.



When the family member or guest opens the link in the invitation at the time of the visit, they will be prompted to enter their name and test their network, video, and audio connection prior to joining.

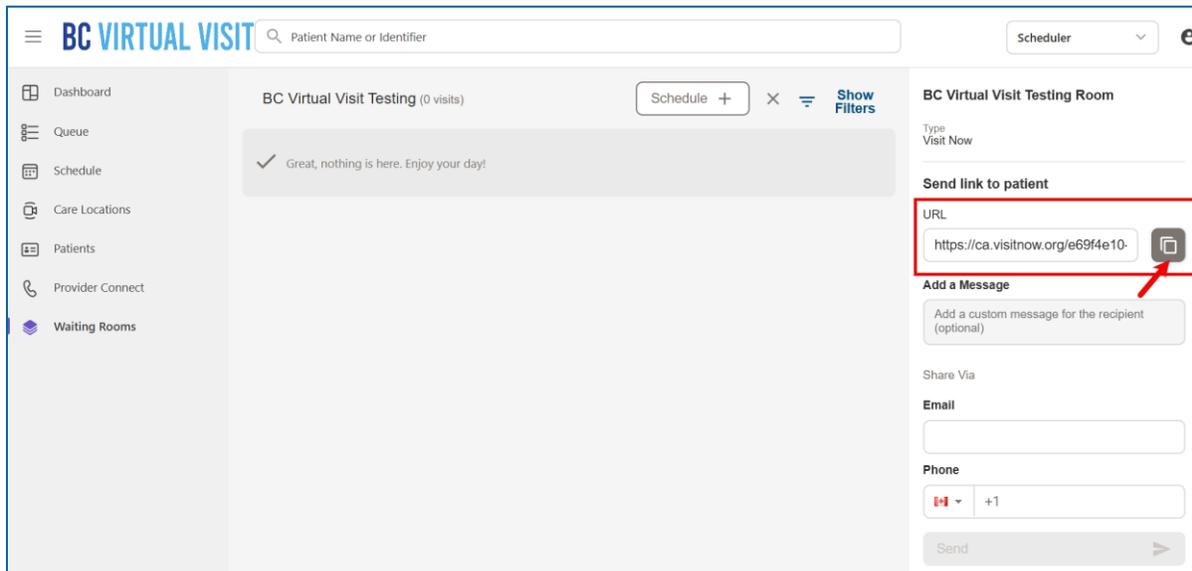
**4:** At the time of the visit, connect with your patient as normal. If a guest is expected to join, add them in once they have entered the waiting room. From inside the video call:

- Click on the **Invite** icon at the bottom right of the screen -> click on the **Patients** tab -> select the patient's family/guest(s) -> click on the blue **Invite** button, as shown in the screenshots below:



### Option B: Copy the Waiting Room Link into an Email Invitation

- 1: Obtain the family member or guest's email address following the best practices on page 1.
- 2: Launch the BC Virtual Visit application. 
- 3: Locate the waiting room you would like to use for this video visit and **copy the waiting room link**, as shown in the image below, to send to the family member or guest by way of email.



This can be done using your clinic's current email communication method or using the . Once the email is sent, the family member or guest will receive the link to join the visit.

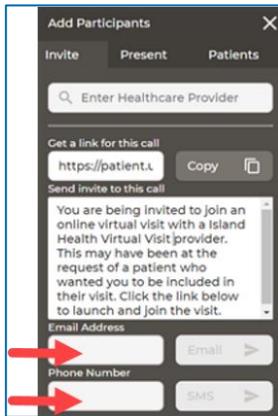
When the family member or guest opens the link at the time of the visit, they will be prompted to enter their name and test their network, video, and audio connection prior to joining.

- 4: Follow Step 4 under the Option A workflow above to admit them into the call.

## 2. Inviting Family or Guests at the Time of the BC Virtual Visit Appointment

- 1: Once you are connected to your patient on a BC Virtual Visit call, click the invite  icon.

- 2: Click on the invitation message to adjust the message if necessary. Enter in the family member or guest's email and/or phone number, then click the button(s) to send the invitation.



**3:** Follow Step 4 under Option A in the *Scheduling Family or Guests for A BC Virtual Visit Video Appointment* workflow above to admit them into the call.

### **Important Information Regarding Technical Support for Family and Guest Attendees**

If required, the Patient Virtual Healthcare Tech Support Desk can help ensure all family or guest attendees have a successful visit by providing test visits and troubleshooting any device, browser, or application issues.

They can be reached at 1-844-442-4433 (Monday to Friday 7 am - 5 pm excluding statutory holidays).

### **Email Template**



### You have been invited to a virtual visit with **[Name of your Program]**!

BC Virtual Visit is a secure video solution used by Island Health to support clinical consults or conversations.

This email was sent from **[Name of your Program]** to invite you to attend a video call regarding **[Patient Initials]** on:

**Date:** X

**Time:** X

### JOINING THE VIRTUAL VISIT

At the time of your connection, use following link to join by video:

**[Copy and Paste the waiting room link here]**

To join the visit, you might need to download the BC Virtual Visit application. We recommend checking ahead of time to see if you might require an application on the device you plan to use to connect. See the information below, or the [BC Virtual Visit Website](#), for details.

- iPhone and iPad users must download the BC Virtual Visit app from the App Store. 
- If you are using an Android mobile device, you have the choice to download the app or continue in a supported browser (e.g. Chrome).

### PREPARING FOR THE VISIT

- Make sure your device (phone, tablet, or computer) has a camera, microphone, and speaker.
- It is recommended to use a home internet connection as using cellular data may result in additional charges from your cellular service provider.
- Prepare in advance by reviewing [Tips for a Successful Appointment](#).
- Join 5-10 minutes ahead of time by clicking the link above. This will allow time to test your connection and get technical support if required.
- Wait in the virtual waiting room, the health care provider will invite you into the call when they are ready.

- Do not navigate away from the virtual waiting room or lock your device while waiting to be connected. If your device goes to sleep or is locked while you wait, you may need to join again from the original link above.
- When Island Health communicates electronically, we try our very best to keep your personal information safe. But there are still risks to think about. Please see [Electronic Communications/Virtual Health – Information for Patients to Consider](#)
- If you plan to record audio, video, or text, you must get permission from anyone whose image, voice, or information may be captured. Thank you for respecting people’s privacy rights.
- Your care team will not record this visit without your permission.
- If you got this email by mistake, please contact the Patient Virtual Healthcare Tech Support Desk.

### TECHNICAL SUPPORT

If you require support downloading the application or would like to complete a test visit to ensure your audio and video work, call the Patient Virtual Healthcare Tech Support Desk: 1-844-442-4433 Mon-Fri 7:00 a.m. – 5:00 p.m.

---

*For general questions or concerns please contact the virtual care team directly  
[virtualcare@islandhealth.ca](mailto:virtualcare@islandhealth.ca)*

**Technical Support: 1-844-442-4433**

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