

## Purpose:

- To provide guidance on how to schedule a guest (such as a client's family member) into a BC Virtual Visit appointment.
- To provide best practice for capture and storage of the family or guest's email and phone.
- **Please note:** scheduling an interpreter follows a separate process which can be reviewed [HERE](#).

## Capturing and Storing Family or Guest Email and Phone

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

- Before inviting a family member or guest, always confirm that the client wishes to have this individual present during their appointment, and document the client's consent to do so. This can be obtained as verbal consent.
- Always confirm the family or guests' contact information directly from the family or guest, and NOT via the client themselves.
- Ensure that the family or guest understands their email or phone will only be used for the purpose of being invited to join the client on a BC Virtual Visit video appointment.
- Document the family's or guest's email or phone number in the client'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 guest contact information there per normal clinic process.
  - **Please Note:** you may require an amendment your existing Secure SharePoint PIA to include the new scope if this was not covered in your original submission Please reach out to Island Health Privacy ([privacy@islandhealth.ca](mailto:privacy@islandhealth.ca)) with any questions
- Inform the family or guest, that while we do our utmost to protect their personal information when communication electronically, there are risks that they should be aware of, as outlined in the [Electronic Communications/Virtual Health – Information for Clients](#) to consider document.

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).

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

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

## Inviting a Family or Guest into a Call

In situations where a family member or guest may need to be invited to join a BC Virtual Visit video appointment with your client, the following options are available:

- Scheduling family or guests for a BC Virtual Visit video appointment
- Inviting family or guests at the time of the appointment for a BC Virtual Visit video appointment

The family or guest should be made aware they will be receiving a separate invitation to join the client in a BC Virtual Visit appointment, **and cannot join from the client's original invitation.**

### Option A: Scheduling Family or Guests

#### Option 1:

**Step 1:** Launch the BC Virtual Visit application

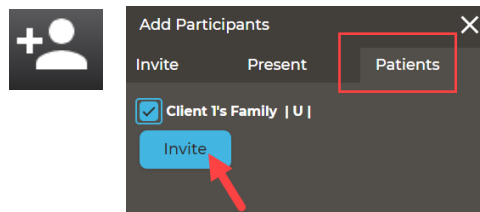


**Step 2:** Locate the waiting room you would like to use for this video visit, and **copy the waiting room link** as shown in the image below to send to the guest by way of email.

This can be done based using your clinics current email communication method or using the email template at the end of this document.

Once the family or guest receives the link, they will be prompted to enter their name and test their network, video and audio connection prior to joining the call.

**Step 3:** At the time of the appointment, connect to your client as normal. If a guest is expected to join, you can add the family or guest in once they've entered the waiting room. From inside the video call, click on the **Invite** icon > **Patients** > and selecting the client's guest as shown in the screenshots below.



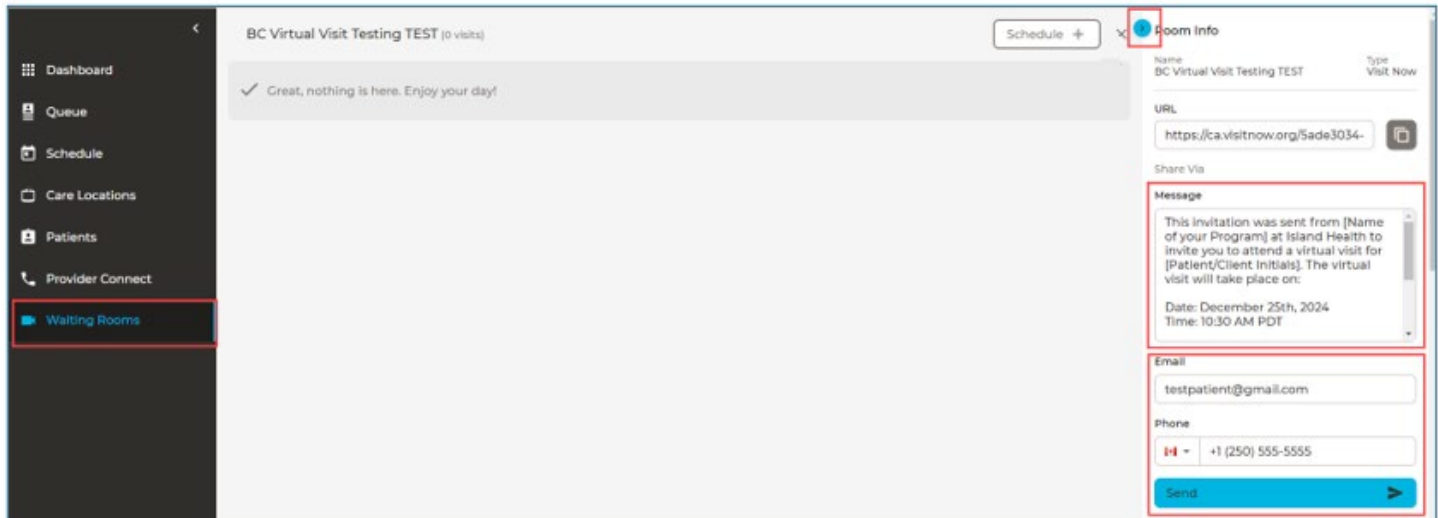
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## Option 2:

Select the waiting room you would like the guest to join. Make sure the right-side panel with “Room info” is expanded. On the right navigation, use the “Message” box, to enter text that will be sent to the guest. Enter in the guest’s email or phone number, then click **Send**.

Follow step 3 in the scheduling guest workflow above to invite them into the call.



The screenshot shows the BC Virtual Visit Testing interface. On the left, a sidebar contains navigation options: Dashboard, Queue, Schedule, Care Locations, Patients, Provider Connect, and Waiting Rooms (highlighted with a red rectangle). The main area displays 'BC Virtual Visit Testing TEST (0 visits)' with a 'Schedule +' button. On the right, the 'Room info' panel is expanded, showing fields for Name, URL, and a 'Message' box (highlighted with a red rectangle). Below the message box are fields for Email and Phone, and a 'Send' button (highlighted with a red rectangle).

Please note that there is a character limit on the “Message” (if the message is above the character limit, a SMS notification will not send).

We have included a recommended “Message” template below. Health care providers can copy this template, and enter the correct information for the program and appointment details.

### Custom Waiting Room Message Template:

*This invitation was sent from [Name of your Program] at Island Health to invite you to attend a virtual visit for [Patient/Client Initials]. The virtual visit will take place on:*

*Date: December 25<sup>th</sup>, 2024*

*Time: 10:30 AM PDT*

*If this is your first virtual visit, you may need to download the BC Virtual Visit app. If you need help before your visit, call the Patient Virtual Healthcare Tech Support Desk at 1-844-442-4433.*

### Custom Waiting Room Message Guidelines:

- Do not include any Personally Identifiable Information (e.g. patient’s full first and last name, PHN, DOB, etc.) in this message.

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- **Please note** that sending this message will not provide any additional details for the guest on how to prepare for the appointment (e.g. tips for a successful virtual visit, how to download the application, how to get help, etc.). Our recommended method for scheduling a guest is to copy the Waiting Room URL into your clinic's current email communication method, or using the [email template provided at the end of this QRG.](#)

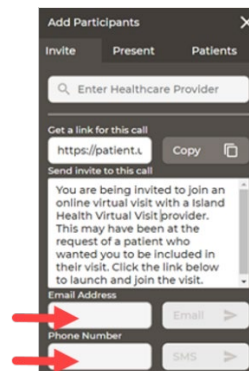
If no custom message is entered, the following default message will be sent to the guest:

## BC VIRTUAL VISIT

You have been sent the following link from Island Health Virtual Visit for a virtual visit. Please click the link to start your consultation  
<https://ca.visitnow.org/3b957a3d-35b7-491b-ae37-8154a8d3c66e>

### Option B: Inviting Family or Guests at the Time of the Appointment

Once you are connected to your client on a BC Virtual Visit call, click the invite icon.

Enter in the family or guest's email or phone number, then click the buttons to send the invitation.

Follow step 3 in the scheduling guest workflow above to invite them into the call.

### Important Information Regarding Technical Support for Guest Attendees

If required, the Patient Virtual Healthcare Tech Support Desk can help ensure all 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

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

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## BC VIRTUAL VISIT



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 **[Name of Client]** 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 conversation, you might need to download our virtual care 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.

### PREPARING FOR THE VISIT

- Ensure your device has a camera, microphone and speaker
- Be aware of your data plan. Using virtual care tools on a cellular connection may result in extra charges from your telecommunications provider. We recommend connecting to your home Internet.

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- 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 waiting room, the provider will invite you into the call when they are ready.
- Do not navigate away from the 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.
- While we do our utmost to protect your personal information when communicating electronically, there are risks that you should be aware of. See: [Electronic Communications/Virtual Health – Information for Clients to Consider](#)

## TECHNICAL SUPPORT

Call the technical support desk ahead of your appointment if you require support downloading the application, or would like to complete a test visit: 1-844-442-4433 Mon-Fri 7:00 a.m. – 5:00 p.m.

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

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