

Purpose:

- To provide best practices for capturing and storing the email address and phone number of a client's family member or guest.
- To provide guidance on how to schedule a guest (such as a client's family member) into a BC Virtual Visit appointment.
- **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. To do this, the health care team should:
 1. Receive the family or guest's contact information from the client.
 2. Contact the family or guest directly to confirm their contact information. Obtain the family or guest's consent to use their contact information to be invited to a client's BC Virtual Visit appointment.
- Inform the family or guest that their email or phone was obtained from the client.
- Ensure that the family or guest understands that their email or phone will only be used for the purpose of being invited to join the client in a BC Virtual Visit video appointment.
- Inform the family 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 Clients](#).
- Document the family 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) 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.

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 to a BC Virtual Visit Appointment

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 methods are available:

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

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

1. Scheduling Family or Guests for A BC Virtual Visit Video Appointment

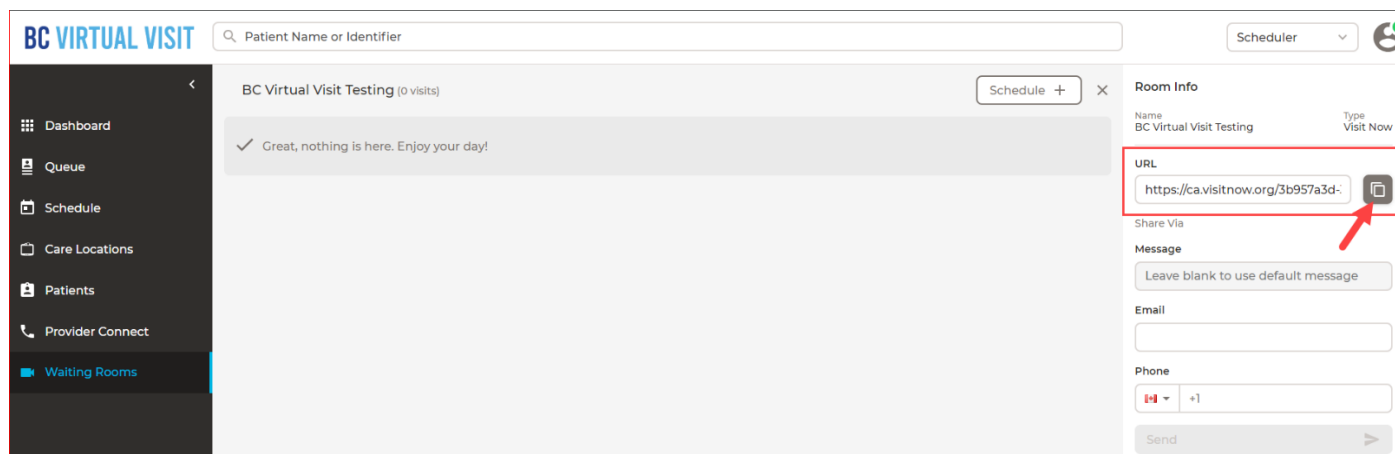
Option A:

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

Step 2: Launch the BC Virtual Visit application



Step 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 guest by way of email.



The screenshot shows the BC Virtual Visit application interface. On the left is a sidebar with navigation options: Dashboard, Queue, Schedule, Care Locations, Patients, Provider Connect, and Waiting Rooms (highlighted). The main area displays 'BC Virtual Visit Testing (0 visits)' with a 'Schedule +' button. Below this is a message: 'Great, nothing is here. Enjoy your day!'. On the right is a 'Room Info' panel. The 'URL' field contains the link 'https://ca.visitnow.org/3b957a3d-' and is highlighted with a red box. A red arrow points to the copy icon next to the URL. Below the URL are fields for 'Share Via', 'Message' (with a placeholder 'Leave blank to use default message'), 'Email', and 'Phone' (with a dropdown for country code and a '+1' field). A 'Send' button is at the bottom right of the panel.

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 email is sent, the family or guest will receive the link to join the call.

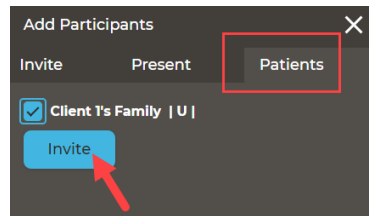
When the family or guest opens the link, they will be prompted to enter their name and test their network, video and audio connection prior to joining the call.

Step 4: 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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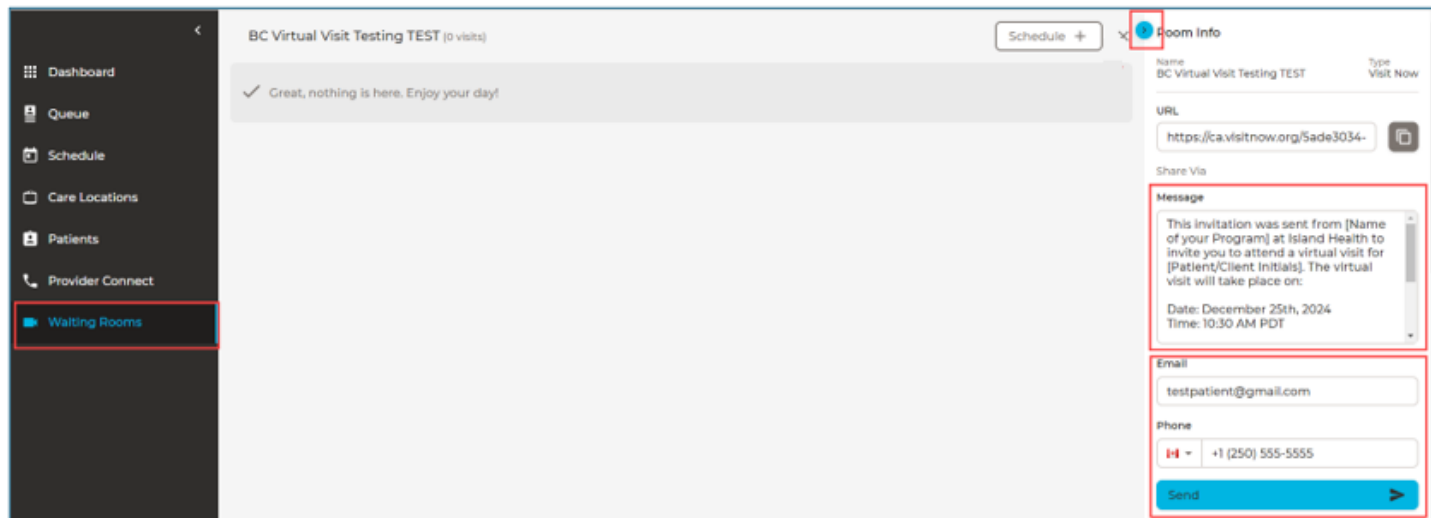


Option B:

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

Step 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**.

Step 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.



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 25th, 2024

Time: 10:30 AM PDT

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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.
- 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.](#)

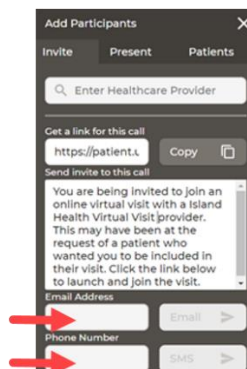
If no custom message is entered, the following default message will be sent to the guest:

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>

2. Inviting Family or Guests at the Time of the Appointment

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



Step 2: Enter in the family or guest's email or phone number, then click the buttons to send the invitation.

Step 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.

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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

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.



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- 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

- 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 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

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*

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