Inviting Clients to Re-Connect to a Video Call
Information for healthcare professionals

| Purpose:	To provide instructions on inviting clients to re-connect to a video call through email or text.

Inviting Clients to Re-Connect

This feature allows you to easily send a new email/text inviting clients to reconnect to a video call if they:

a) Lose connection
b) Need to rejoin a previous video call

BC Virtual Visit users can re-send the email or text notification directly from the Schedule or Queue page by selecting the appointment. This will allow your client to re-join easily without having to find their original email/text message.

Step 1: Click on the appointment you wish to re-send an invitation for
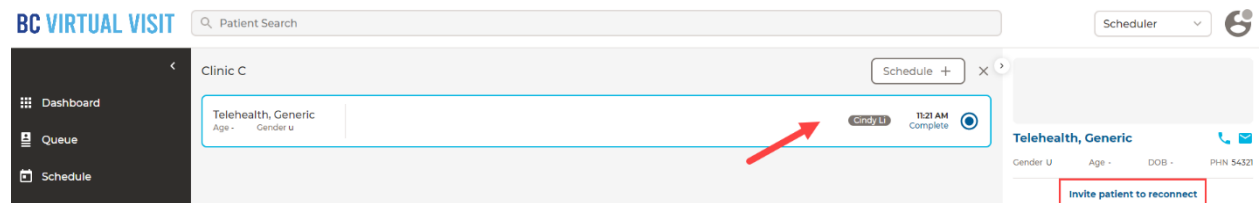
Step 2: Click on **"Invite patient to reconnect"** as outlined in red n the image above. You will see a pop-up indicating the notification has been sent as well as a timer displaying how long since they sent the invite. Clients will receive an email or SMS depending on contact details in their profile:

Sample Email

BC VIRTUAL VISIT

https://patient.uat.ca.visitnow.org/start/0cb8bf185cbb1d9a77b13f324f624bf343e0f08e Hello, a medical professional would like to reconnect with you for a recently scheduled virtual visit. Please click the link above to start the session and they will be with you momentarily.

Sample SMS

https://patient.ca.visitnow.org/start/96713199030e5443455e10e8781437ab4c673bd1 Hello, a medical professional from a recent virtual visit would like to reconnect with you. Please click the link above; they will join you momentarily.

> **NOTE:** The "Invite client to reconnect" option will only appear if you are trying to re-connect with the client within 2 hours of completing the appointment. E.g. if your appointment completed at 10am, but you are trying to re-connect with the client at 12:01pm, this option will not be available.