

# CHS iPhone Provider Application

Information for healthcare professionals

**Purpose:**

To provide guidance on how to use the BC Virtual Visit provider iOS app on an Island Health CHS iPhone.

**NOTE:** It is recommended that providers attend appointments on a computer or iPad, as iPhones have limited functionality due to its small screen size. Please see the section below on “Conducting a BC Virtual Visit Appointment Using the BC Virtual Visit Provider iOS Application” for more information.

You will see both a **BC Virtual Visit Provider app** icon  and a **BC Virtual Visit Patient App** icon

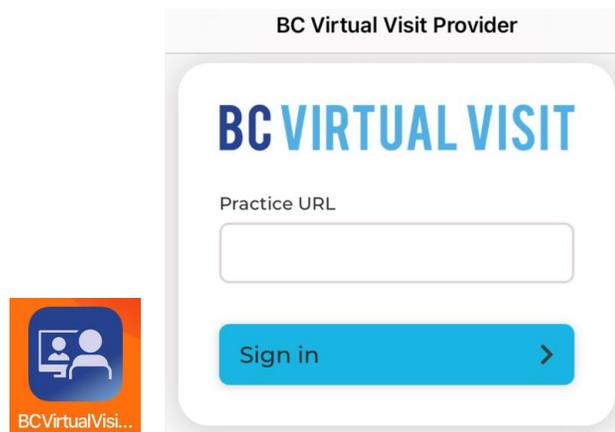


on your home screen.

You should use **BC Virtual Visit Provider App** to connect to all of your appointments.

The **BC Virtual Visit Patient App** will be used if you ever need to enter an appointment via SMS or email invitation as a guest or while helping a patient attend a virtual visit through your device.

**Step 1:** Tap on the **BC Virtual Visit Provider** icon from your home screen to open the app.

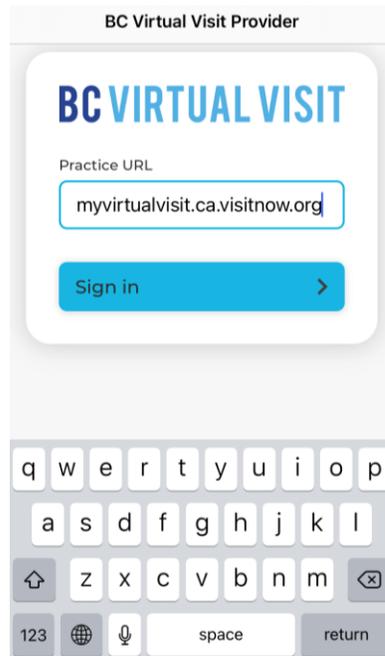


**Step 2:** If this is your first time, please manually type **myvirtualvisit.ca.visitnow.org** under **Practice URL**.

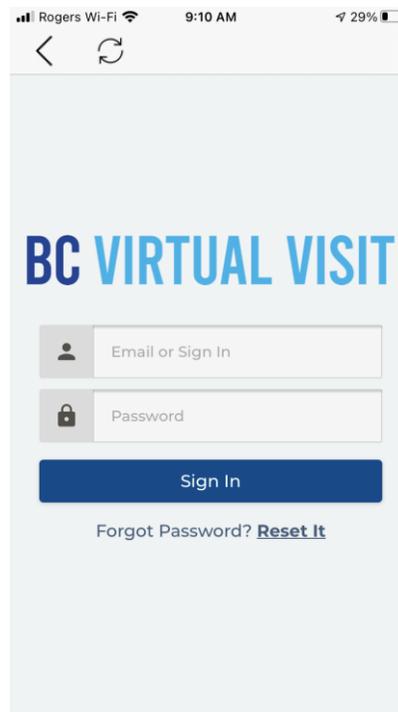
If you have used this app before on this device, URLs you have accessed previously will show in the dropdown list. Click **Sign in** to be re-directed to your login page.

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

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



**Step 3:** Enter your **username** (email) and **password**. Tap **Sign In**.



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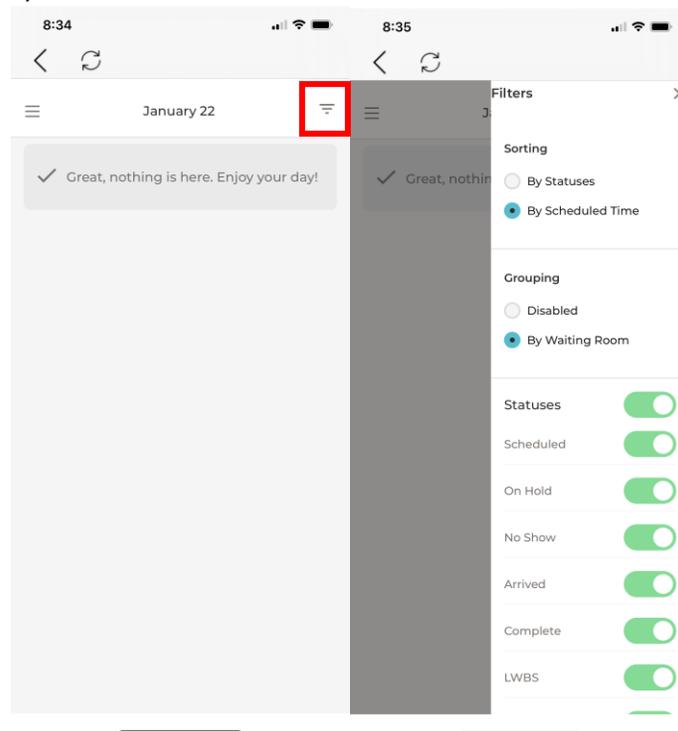
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## Conducting a BC Virtual Visit Appointment Using the BC Virtual Visit Provider iOS Application

### Before the Appointment

The BC Virtual Visit Provider iPhone application offers limited functionality due to the screen size:

- Users will only have access to their Queue. The Schedule and Waiting Room tabs will not be available
  - **This means that it is not possible to schedule from the iPhone Provider app. Please use a different device for your scheduling needs.**
  - Additionally, users will need to ensure that their Queue is configured to show your desired appointments. To do this, tap the **Queue Filter** button to open the side panel and select the statuses you would like to see.

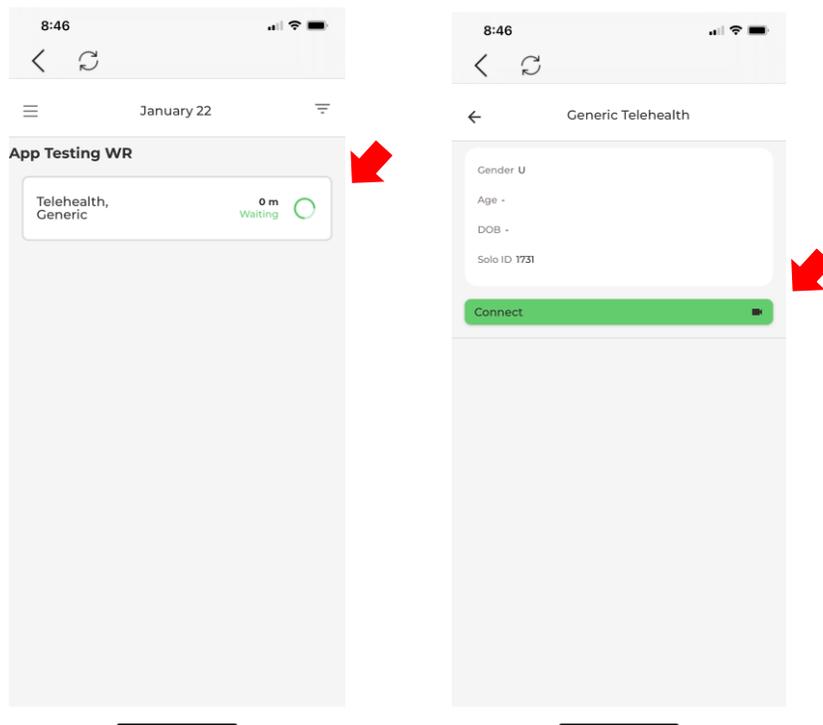


## Starting an Appointment

**Step 1:** Select a scheduled appointment from in your Queue by clicking anywhere on the appointment bar

**Step 2:** Verify you are connecting with the correct patient by double-checking patient *name, DOB, gender* and *PHN*.

Tap **Connect** when you are ready



**NOTE:** Once you are connected into the call, if there is a third participant in the call, please swipe **left** on your screen and tap the video of the additional participant to bring them into your main view.