



iPad Provider Application

Information for healthcare professionals

Purpose:

To provide guidance on how to download the BC Virtual Visit Provider and Patient apps for personal iPads.

IMPORTANT: Please download both the BC Virtual Visit Provider App  and the BC Virtual Visit Patient App  from the Apple App Store.

You should use the BC Virtual Visit Provider app to connect to all of your appointments.

The BC Virtual Visit Patient app allows you to enter an appointment via SMS or email invitation as a guest or while helping a patient attend through your device.

NOTE: Depending on your App Store settings, you may be prompted to enter a password, use Face ID or Touch ID to complete the download process. If you require assistance at this step, please refer to support documents on the Apple website as required: [Resetting Apple ID](#), [Touch ID](#), [Face ID](#).

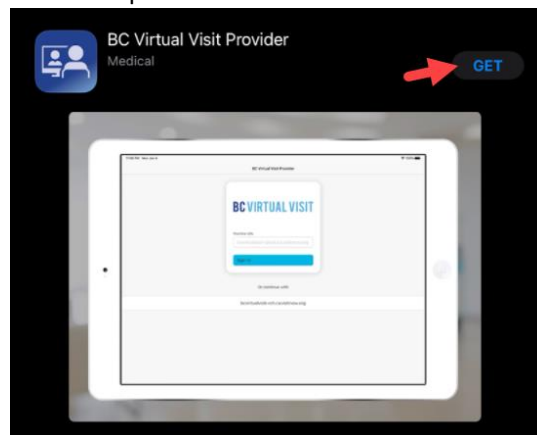


Step 1: Tap on the **App Store** icon on your iPad

Step 2: Tap on **Search** at the bottom of your screen and type in **BC Virtual Visit Provider**



Step 3: Tap on **Get** to start the download process



www.islandhealth.ca/bcvirtualvisit

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

Step 4. Repeat steps 1-3 to download the BC Virtual Visit patient app. Search for **BC Virtual Visit** in step 2 to download the patient app.

Step 5. After downloading both applications, you will see the BC Virtual Visit Provider and BC Virtual Visit Patient icons on your Home Screen



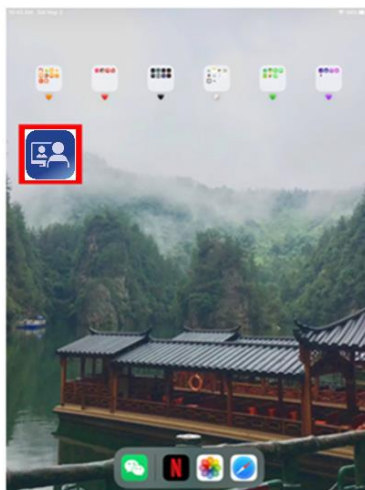
Logging into the BC Virtual Visit Provider iPad App

NOTE: If you do not have the app installed and attempt to access BC Virtual Visit via Safari or another browser, you will see the following prompt. Please follow the steps above to download the app. If you do have the app and accidentally try to access BC Virtual Visit from a browser, you may tap on Open app to be redirected into the app.

To continue with this device, you are required to download our free app from the app store.

[Open app](#)

Step 1: After downloading the app, tap on the **BC Virtual Visit Provider** app icon from your home screen.

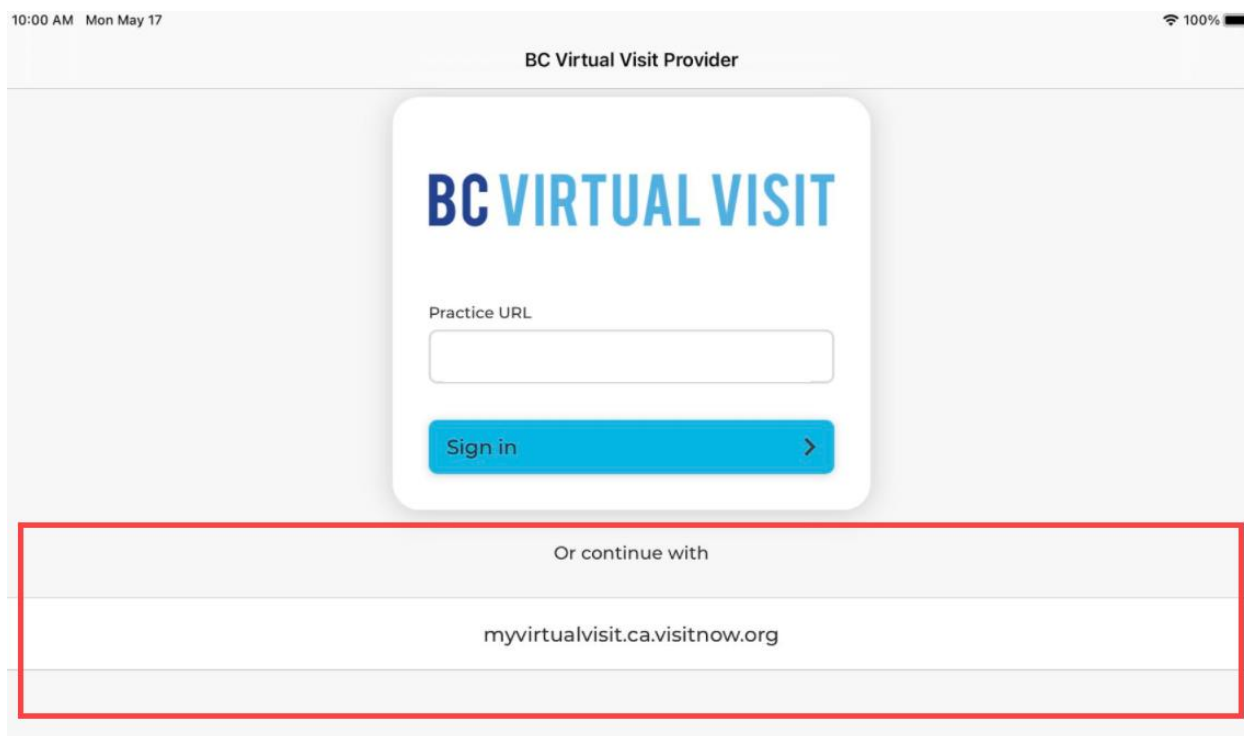


Step 2: You are required to type in your practice's URL, **myvirtualvisit.ca.visitnow.org**, the first time you open this app. Tap on **Log In** after confirming you have entered the correct URL.

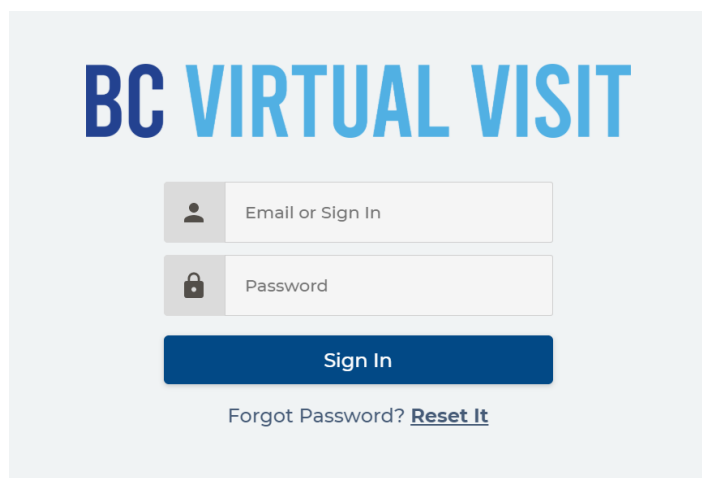
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NOTE: You are not required to enter the URL each time you access the app. It will remember the URL you have previously entered as shown in the image below. You may tap on the URL directly to access your login screen.



Step 3: You will now see the login screen to enter your email and password to log into the system.



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Configuring your Queue and Seeing Scheduled Visits


Your queue can be configured to display your *daily appointments* for ALL waiting rooms of which you are a member. This configuration will be saved for all future appointments.

Step 1: Click on Your *Queue* from the Left Navigation Menu

Step 2: Click the *filter icon* on the right hand side to configure the queue.

Step 3: You can adjust the following options:

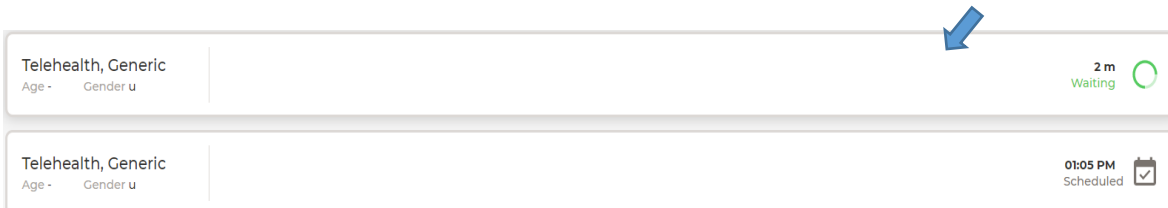
- a. *Sorting*
- b. *Grouping*
- c. *Displayed Statuses*



Starting a Video Appointment

Step 1: Click on a scheduled appointment from your queue by clicking anywhere on the appointment bar.

Step 2: Once your client has check-in, you will see the status on the appointment change to 'Waiting'.



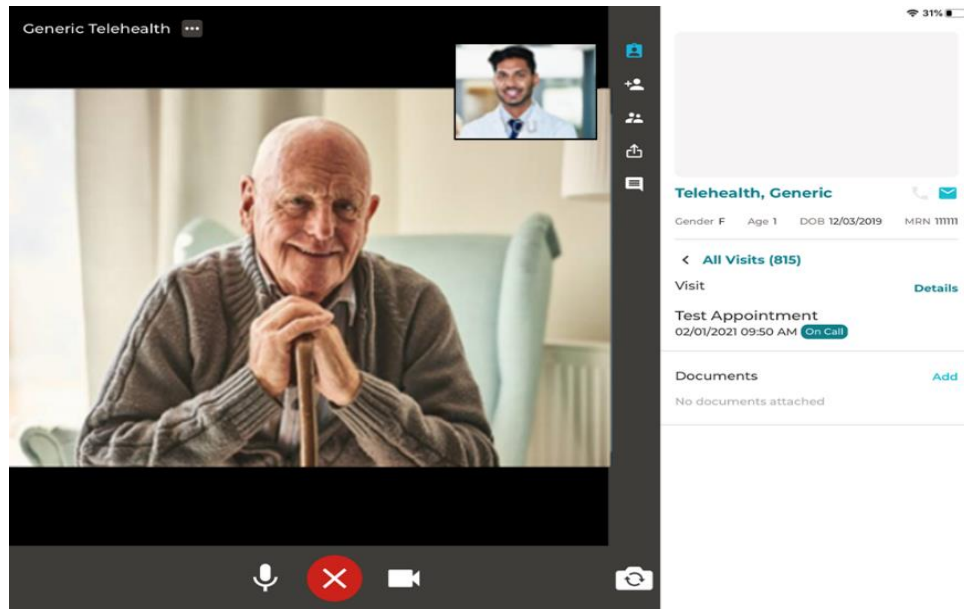
Step 3: Select the appointment. Click **Connect** located on the right side of the window












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BC Virtual Visit Provider View



Below is a description of the functionality of different icons that surround your video screen as shown above:

-  Maximizes the video window
-  Adding additional participants
-  Hide/Unhide the small video windows along the bottom of the screen
-  Screen sharing.
-  Chat with participants during the video call.
-  Switching between the front and back cameras.
-  Turning on/off your video
-  Ending the call
-  Muting/Un-muting your audio

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Screen Sharing

Step 1: To share your screen during the appointment, click the screen-sharing icon. Please note that this feature will only share content within the app, and cannot share anything outside of the app. (i.e. other applications on your iPad, or the home screen on your iPad)



Chat

Step 1: Click the *Chat* icon to chat with participants during the appointment.

Step 2: If your *Chat* icon is flashing, it means you have unread messages.



Adding Additional Participants – During an Appointment

Step 1: While the session is live, click the *Add Participants* icon.

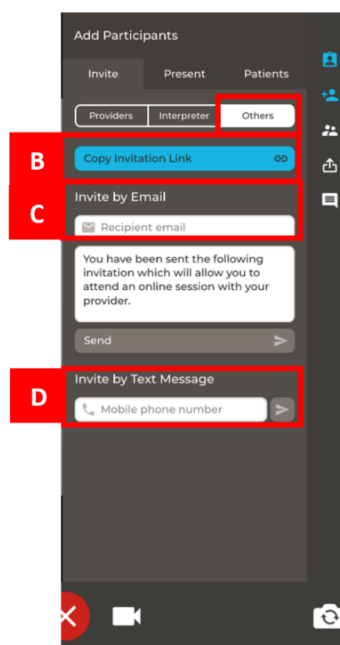
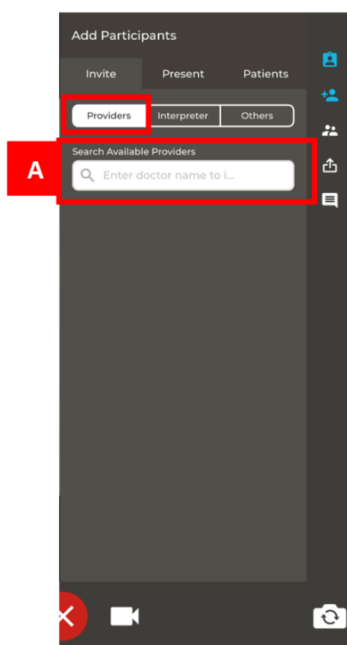


Step 2: On the Invite tab perform one or more of the following as needed:

- Invite another MyVirtualVisit practitioner using the first field.

Tap on **Others** to:

- Copy the URL and share as needed.
- Enter the invitee's email, then tap on the arrow at the end to send
- Enter the invitee's phone number, then tap on the arrow at the end to send



Leaving a Call

Step 1: Tap the X at the bottom of the video screen. 

Step 2: In the window that appears:

- Tapping **END THE CALL FOR ALL** will end the call for all participants.
- Tapping **LEAVE THE CALL** will remove yourself from the call and place the patient back in the waiting room with an 'on hold' status.

If the **Complete survey** is checked, you will be taken to the provider post-consultation survey upon exiting the call.

