

iPhone Provider Application

Information for healthcare professionals

Purpose:

To provide guidance on how to use the BC Virtual Visit provider iOS app on a personal 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.

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](#).

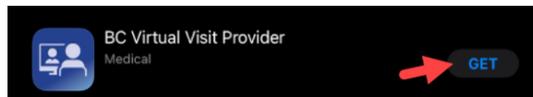


Step 1: Tap on the **App Store** icon on your iPhone

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



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.

www.islandhealth.ca/bcvirtualvisit

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

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



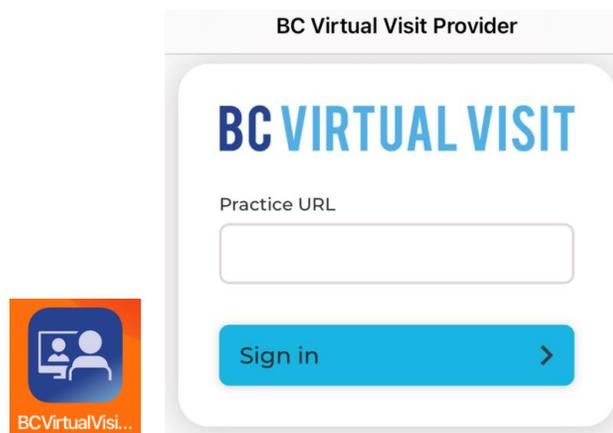
Logging into the BC Virtual Visit Provider iPhone App

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.

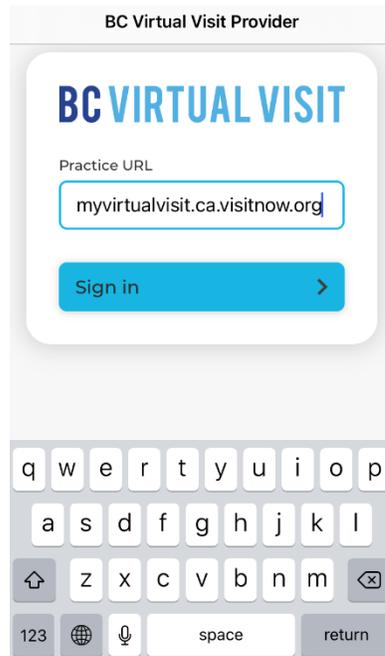


Step 2: If this is your first time, please manually type **myvirtualvisit.ca.visitnow.org** under **Practice URL**.

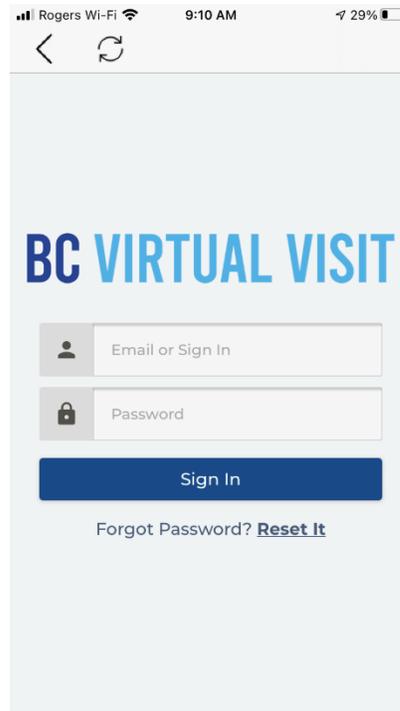
If you have used this app before on this device, URLs you have accessed previously will show in the dropdown list. Click **Sign in** to be re-directed to your login page.

www.islandhealth.ca/bcvirtualvisit

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**.



www.islandhealth.ca/bcvirtualvisit

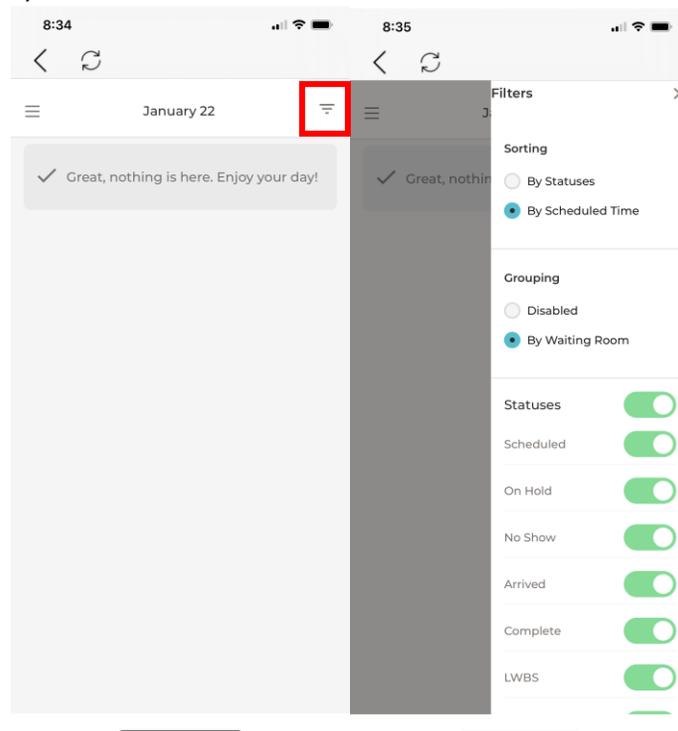
Technical Support: Clinical Solutions Desk x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free)

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.

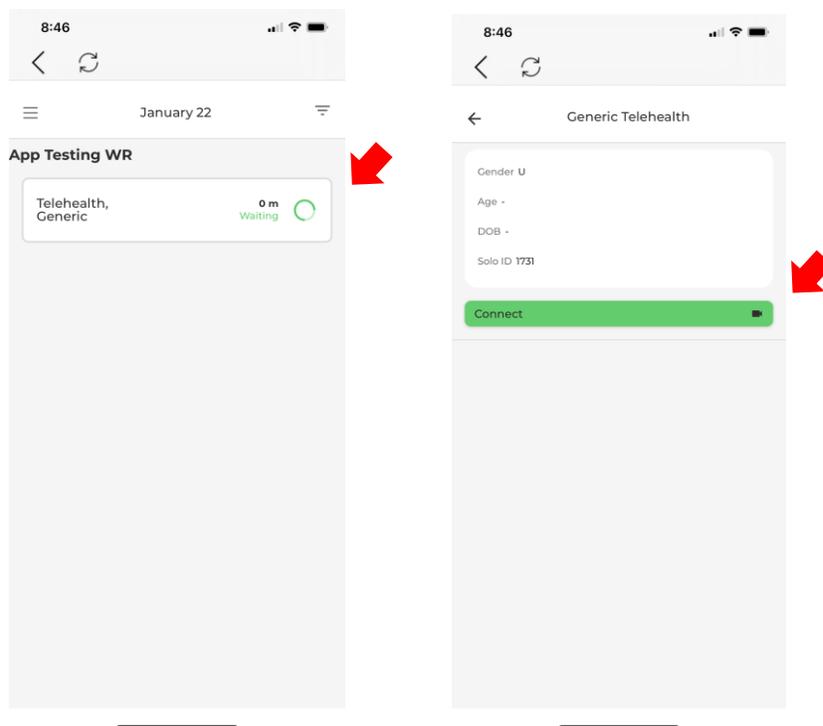


Starting an Appointment

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.

www.islandhealth.ca/bcvirtualvisit

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

Last updated: May 17, 2021