

Providers Frequently Asked Questions

Information for healthcare professionals

Purpose:	This document outlines common questions that arise from the provider support desk, and provides guidance for each scenario.
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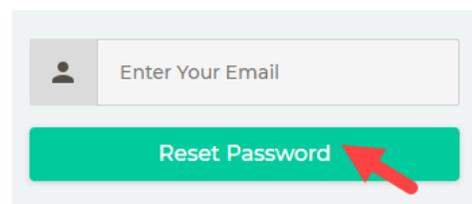
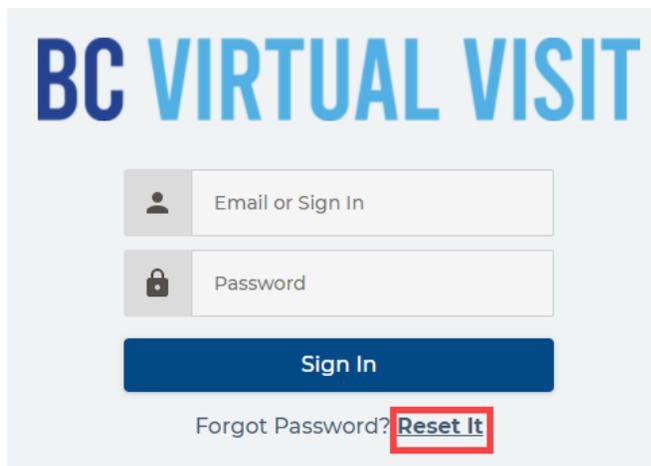
Provider FAQs

Q1. Learning Hub Issues?

1. If you have a Learning Hub account and require a password reset, please click [here](#)
2. If you do not have a Learning Hub account, please follow the instructions [here](#)
3. For any additional technical issues, you must submit ticket through PHSA [here](#)

Q2. I've done my training, now what do I do?

1. After completing the [BC Virtual Visit – Basic User Training](#) course, you will have reset your password in the TEST environment.
2. Please follow the instructions you have received in your training email to access the PRODUCTION environment. The username and password will be the same that you used for the TEST environment
3. However, if for some reason you are unable to log in, click “Reset it” to reset your password
4. Type in your email and click “Reset Password”



Note: Depending on the size of your clinical program or area, or if you you are part of a new program onboarding onto BC Virtual Visit, you may experience a delay between completing your training and receiving a ccess to production.

Q3. How do I get access/on-board/get a BC Virtual Visit account?

Programs Currently Using BC Virtual Visit:

- If additional accounts or changes to existing accounts are required, managers or delegates of live BC Virtual Visit programs can request additional accounts for new clinical or program staff by way of the form [here](#).

www.islandhealth.ca/bcvirtualvisit

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

New Programs Not Yet Using BC Virtual Visit:

- New programs/clinics wanting to get on-boarded with MVV, please email telehealth@viha.ca to learn more about the onboarding process.

Q4. Why am I getting an Access Denied error when logging into BC Virtual Visit?

1. Confirm with your program lead(s) to ensure you have been requested a BC Virtual Visit account
2. Try the steps above in Q2 to reset your password. If you are alerted with a “User Not Found” error, this also confirms your account has not been set up
3. Follow the steps above in Q3 to have an account created for you depending on whether you are part of an existing program who currently uses BC Virtual Visit, or a new program not yet using BC Virtual Visit

Q5. Why is the patient not receiving BC Virtual Visit email invitations?

1. Confirm with patient if they have the correct email address (always confirm email prior to sending an invitation)
2. Check in the spam/junk folder (known issue for Hotmail – first time in junk box); ask to see if they have another email address to use

Q6. Patient says they are in the waiting room but provider cannot see/connect with them

1. Patient may be in the Test Waiting Room. Please ask patients to close the web page and enter the room again from the “Enter Waiting Room” button in their invitation.
2. Patients may also copy and paste the invitation link onto a compatible browser, as shown in the image below.



Enter waiting room button not working? Copy and paste this link into your Chrome or Firefox browser:

<https://patient.ca.visitnow.org/start/e3011b03c391817f8c2224d3758dfd696e354651>



3. Recommend to patients that they complete a test connection call in advance of their appointment, and always call the BC Virtual Visit Support Desk at **1-844-442-4433** if they require further technical assistance.

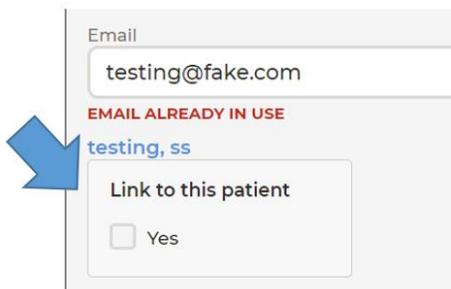
Q7. How to link patient profiles with same email

1. The SAME email address can be used for more than 1 patient as long as the patient profiles are linked (this may be required for minors, incapable adults, etc.)
2. Enter the email address that is already in use
 - You will see a prompt indicating that this email is already in use and it lists patients who have this current email

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3. Check the box next to “Yes” to link the profiles, allowing for sharing of emails



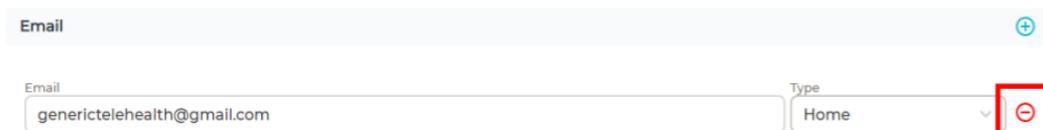
Q8. Deactivating patient profiles

Why we need to deactivate patient profiles:

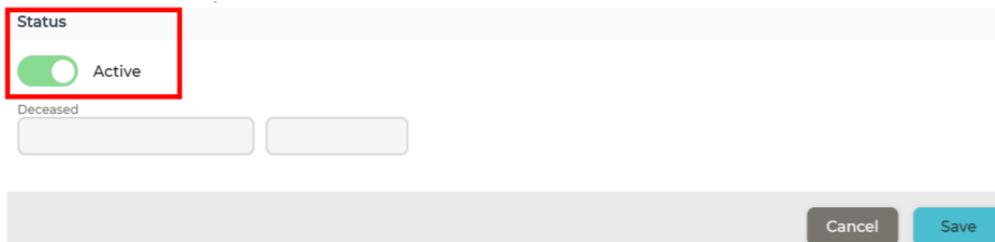
- Incorrect PHN entered
- Duplicate accounts

1. Navigate to patient demographics editing page
2. Scroll down and locate the Email section. Click the minus symbol marked in red to remove the email from this profile

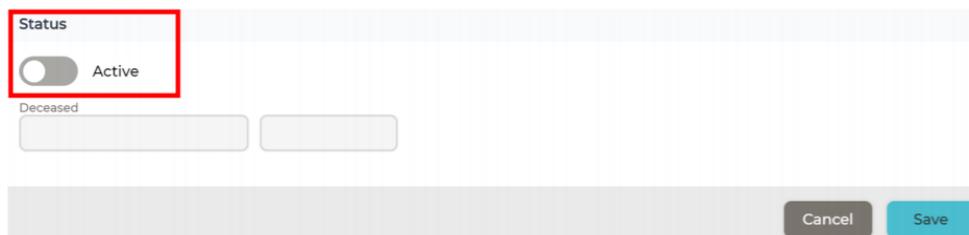
Note: You must remove the email from the patient profile prior to de-activating the profile



3. Scroll to the very bottom under the **Status** section



4. Click on the Active toggle so it turns grey. This will de-activate the patient profile



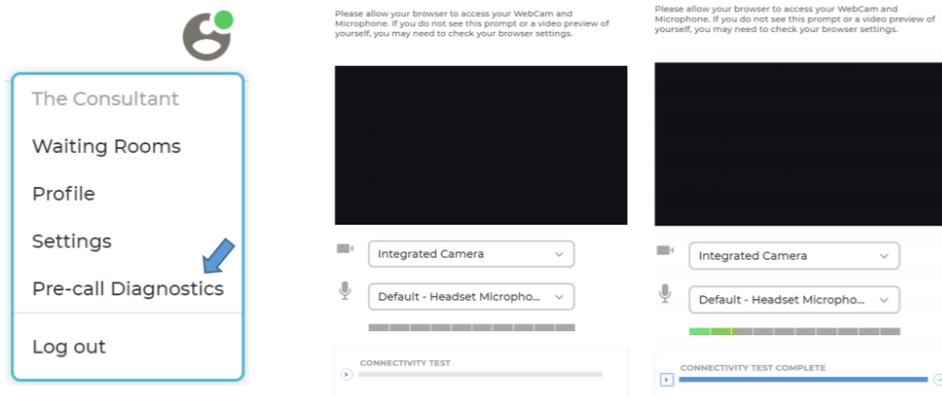
5. Click Save to keep the change. This patient will no longer be searchable in the system.

Q9. General audio/video troubleshooting

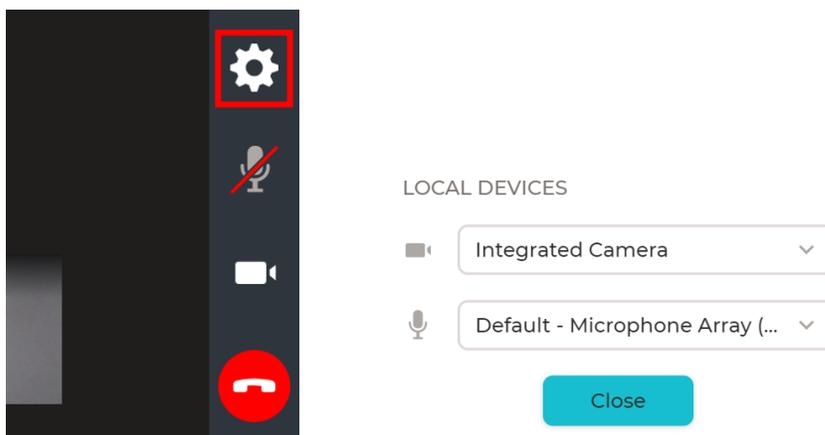
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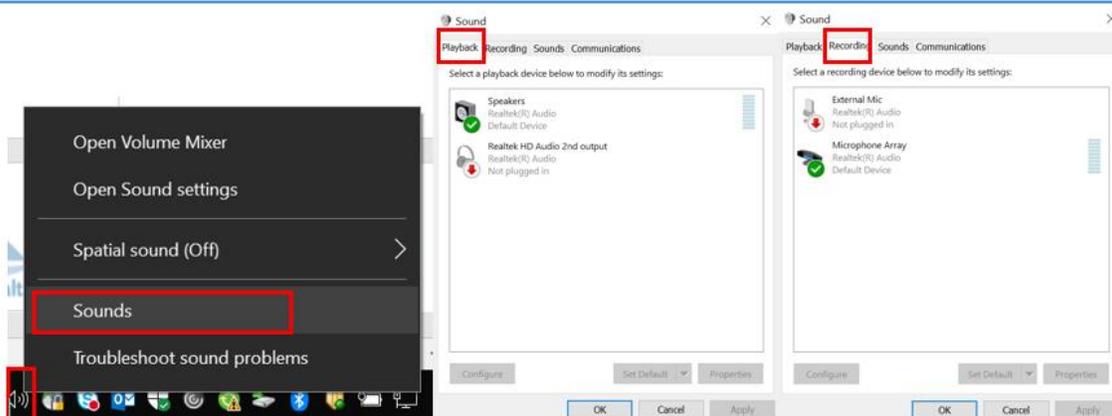
- **Option 1:** Ensure webcam and microphone are enabled on your device by completing a **pre-call diagnostics** from your user menu:



- **Option 2:** Inside a BC Virtual Visit call, clicking on the settings icon can ensure you have selected the appropriate audio and video sources. If you are aware of any peripheral/USB cameras or headphones connected to your device, select from the dropdown menu under “Local Devices” to ensure they have been selected for your video visit:



- **Option 3:** If you are on an Island Health computer, ensure correct speaker and microphone settings are selected by right clicking on the **speaker icon > Sounds**, then checking if the correct source is selected under the **Playback** and **Recording** tabs.



- **Option 4:** Ensure that the **F4 key** or microphone key is not turned on. Island Health Laptops use the F4 key to mute the microphone. This setting can override the mute key from the software. If you are unsure whether your settings are correct, please contact the ClinicalSolutions Desk.

Q10. Is it possible to accidentally connect into another provider’s scheduled appointment?

1. Yes. When a client is scheduled into a waiting room, all clinicians that have access to that waiting room are able to connect any client that was ‘waiting’. This means providers within the same program can enter each other’s appointments. This feature is essential to enable team based care, as many teams see patients together or in succession. Please make sure to confirm the appointment you are entering is for the patient you are expecting to see by following the steps below.
2. Clinicians should match patient name, DOB, gender and PHN before connecting. Additionally, clinics may use “Reason for visit” to ensure their clinicians are connecting to the appropriate client. If a clinician does connect by mistake, they are able to send that patient back into the waiting room for the appropriate clinician to attend their virtual visit.
3. After joining the video visit, providers are expected to follow the same positive patient identification steps similar to face to face visits.