



# 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.

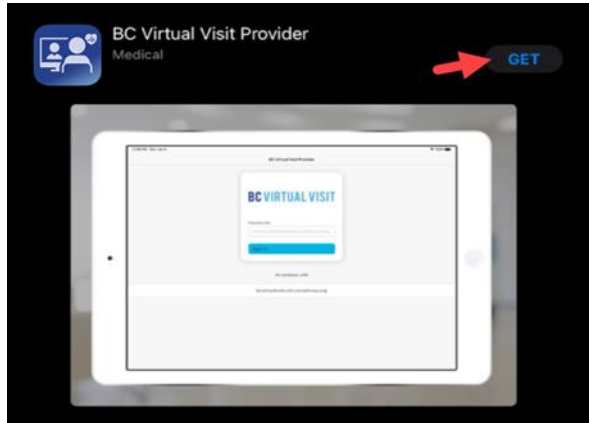
**NOTE:** Depending on your App Store settings, you may be prompted to enter a password, use Face ID or Touch ID to complete the download process. If you require assistance at this step, please refer to support documents on the Apple website as required: [Resetting Apple ID](#), [Touch ID](#), [Face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



**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.

Download app

Open app

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

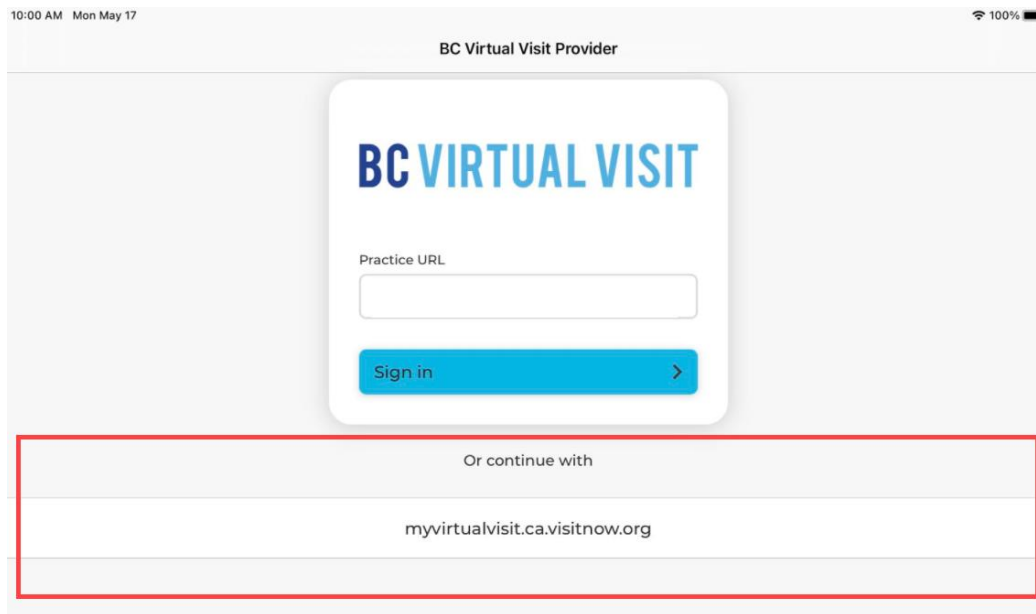


**Step 2:** You are required to type in your practice's URL, [myvirtualvisit.ca.visitnow.org](https://myvirtualvisit.ca.visitnow.org), the first time you open this app. Tap on **Sign In** after confirming you have entered the correct URL.

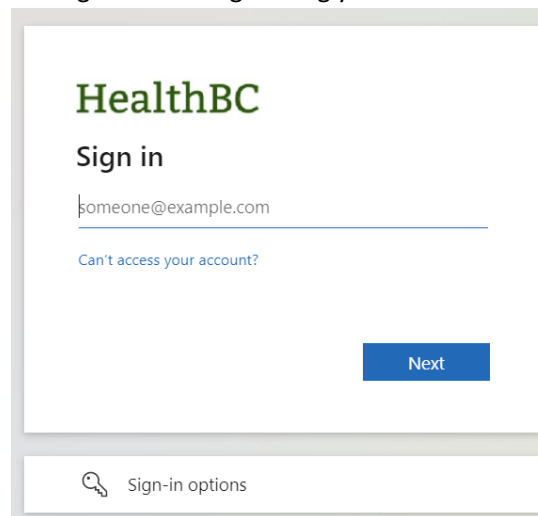
**NOTE:** You are not required to enter the URL each time you access the app. It will remember the URL you have previously entered as shown in the image below. You may tap on the URL directly to access your login screen.

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

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



**Step 3:** You will now see the following screen to login using your **Island Health email and password**.



## 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

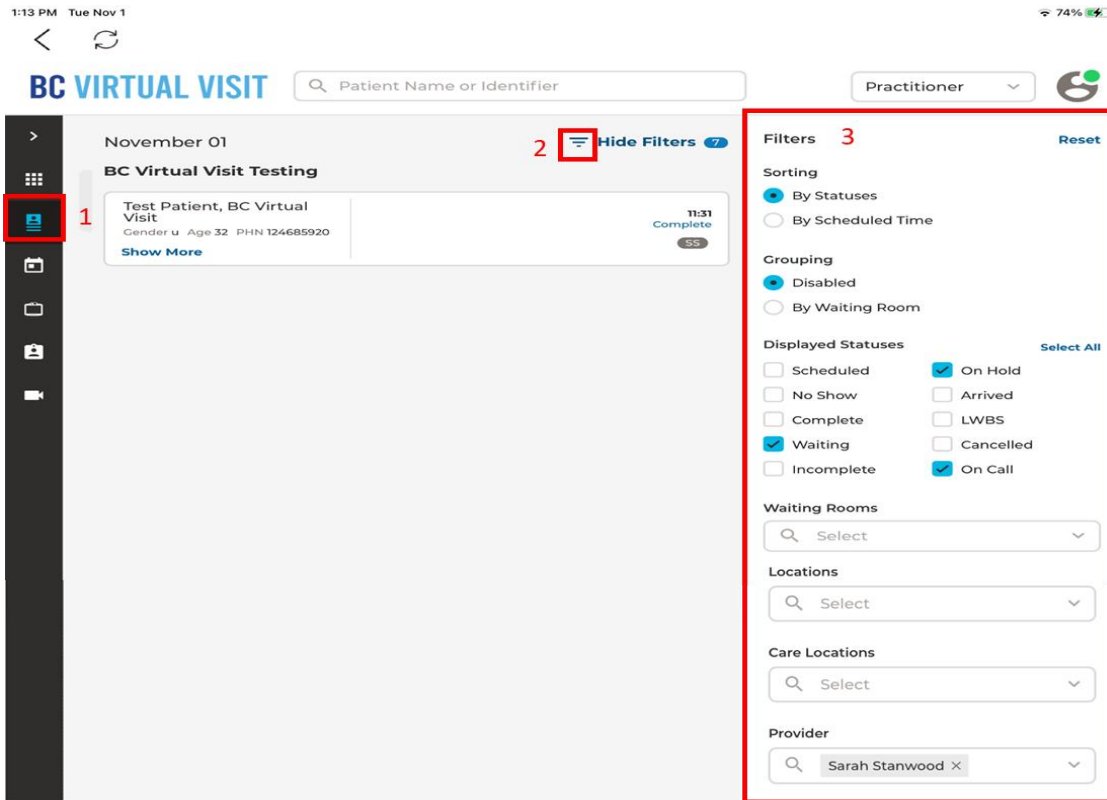
**Step 2:** Click the *filter icon* on the right hand side to configure the queue.

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**Step 3:** You can adjust the following options:

- a. *Sorting*
- b. *Grouping*
- c. *Displayed Statuses*
- d. Filtering by: Waiting Rooms, Locations, Care Locations, or Provider



## Starting a Video Appointment

**Step 1:** Click on a scheduled appointment from your Queue or Waiting Room by clicking anywhere on the appointment bar.

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



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



## Care Locations


For those currently using Care Locations, this option is available in the left-hand navigation. Care Locations are video enabled devices such as an iPad that allow clients to be connected directly to a BC Virtual Visit waiting room. Care Locations are typically used in workflows where clients are attending from an Island Health facility and pre-scheduling or registration of a patient is not required. Clients in these settings may not have access to a personal device and/or have an active email address.

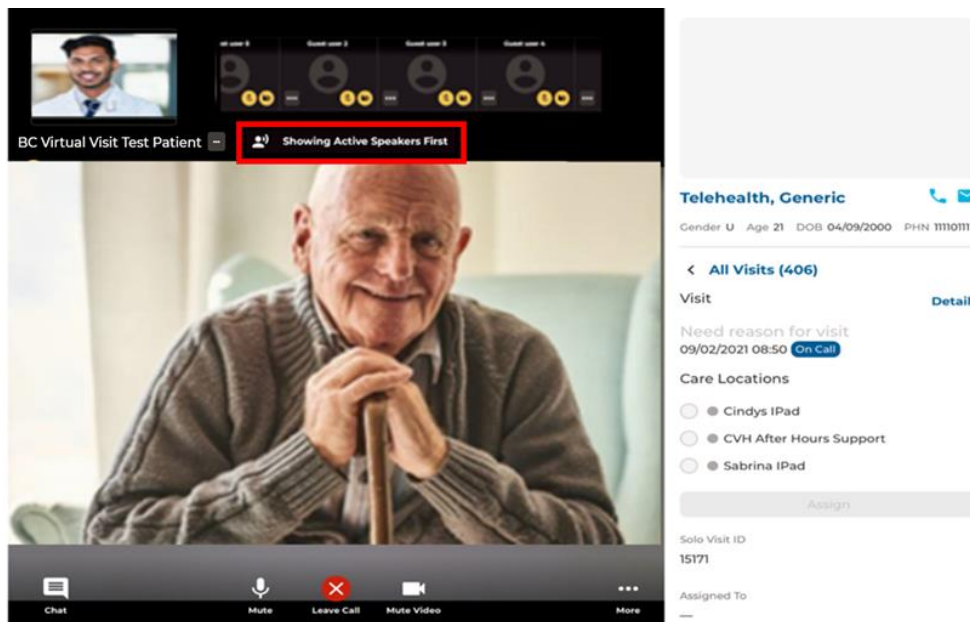
**If your program has not been set up to deliver care through Care Locations, please disregard this page and do not call any of the Care Location devices directly.**

## BC Virtual Visit Provider View

### Active Speaker

Once connected to the call, the **show active speakers first** feature is enabled by default, allowing you to view those who are speaking or have spoken recently. It is disabled when you scroll through the video thumbnails

on the top of the screen. Tapping on the  icon re-enables it.



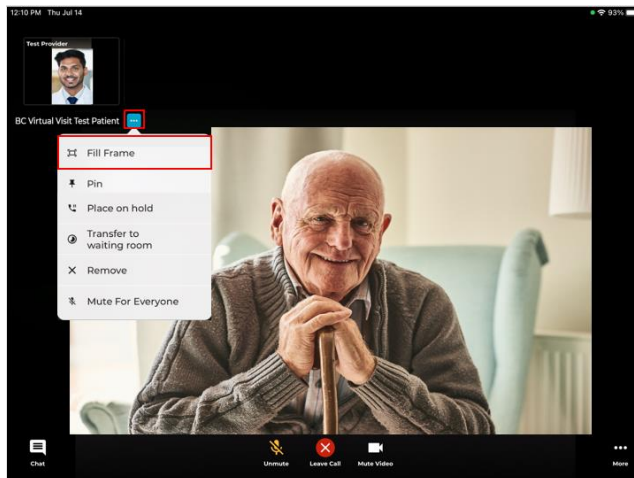
[www.islandhealth.ca/bcvirtualvisit](http://www.islandhealth.ca/bcvirtualvisit)

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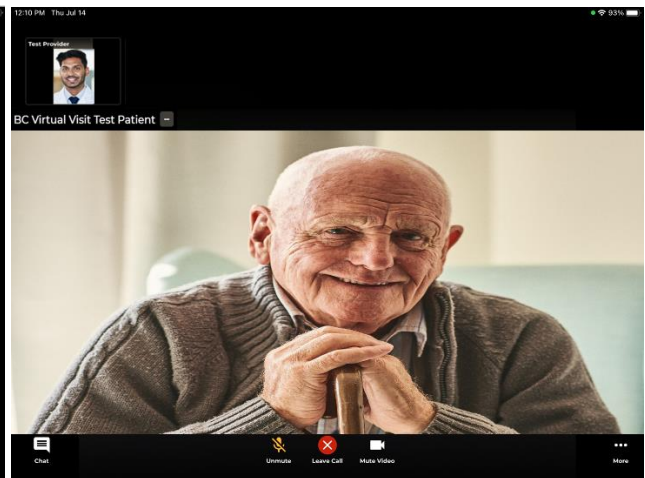
## Fill to Frame

You also have the option to have the video **fill to frame**. This is not enabled by default, and will need to be manually adjusted each video visit. This feature can be accessed by tapping the **ellipses** icon next to the participant's name.

Feature Disabled



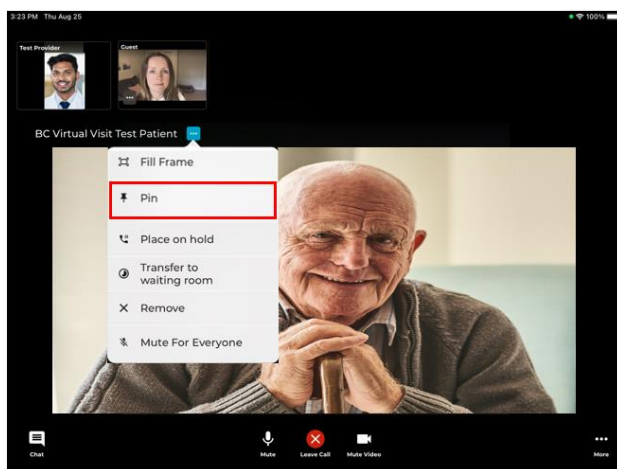
Feature Enabled



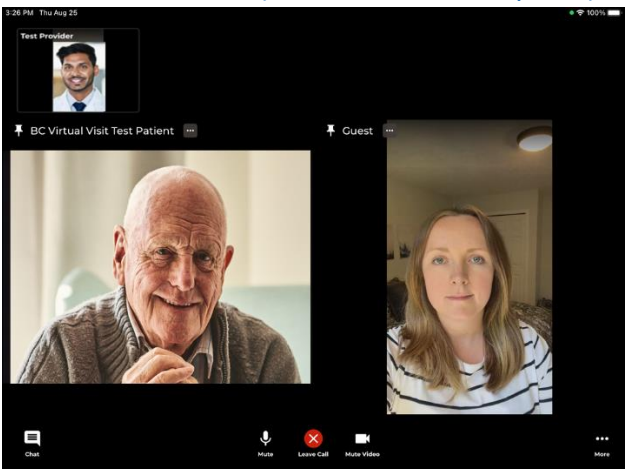
## Pinning

An additional video viewing feature allows you to **pin** up to two other participants' videos. Unlike on the provider desktop or web application, you are not able to pin yourself. This allows for side by side viewing of two participants (e.g. two patients, a patient and a guest, or even a patient and a second provider). To enable this feature, click the ellipses next to both participants and select **Pin**.

Feature Disabled



Feature Enabled (Pinned both Participants)



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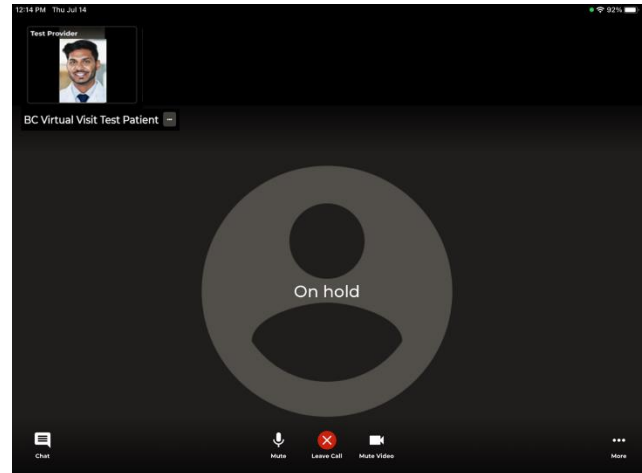
## Placing on Hold

There is another feature available which **places the client and/or a guest on hold**. This allows you to have a brief private conversation without them on the call. When you're ready to bring the participant(s) back to the call, simply click the ellipses again and select **Resume call**. This supports an improved workflow as you do not need to navigate back to the waiting room to reconnect with the patient.

Feature Disabled



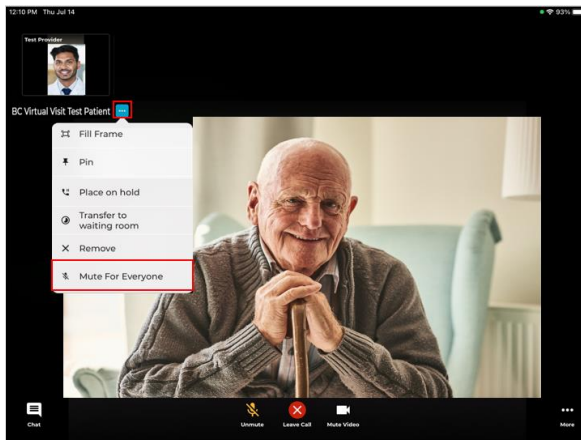
Feature Enabled



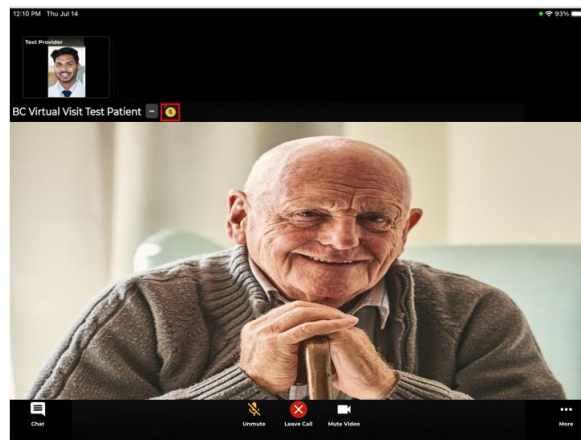
## Muting for Everyone


The **Mute for Everyone** feature allows provider(s) on a call to mute individuals in a video call for all participants. When a provider mutes a user, the user will be notified that they have been muted by the host.

Feature Disabled



Feature Enabled



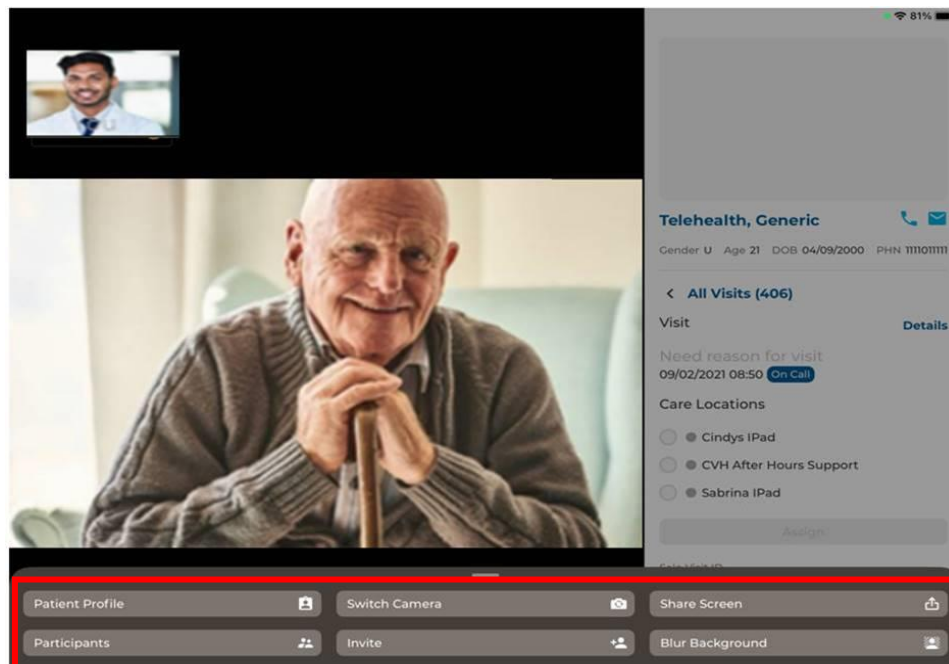
Within the call, providers are able to access more functionalities by clicking the **More** icon . Below is a list of functionalities that are included with the **More** icon:

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- Hide and unhide Patient's Profile
- Switching between front and back camera
- Screen sharing
- Hide and unhide the small video windows at the top of the screen
- Invite additional participants such as guest providers or family members
- Blurring the background in your video

**NOTE:** The blur background feature is currently only available for Apple devices within the last 3 years. If you are using an older device model, you may not be able to see this blur background option in the call.



## Screen Sharing

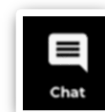
**Step 1:** To share your screen during the appointment, click the **Share Screen** option under the **More** icon. Please note that this feature will only share content within the app, and cannot share anything outside of the app. (i.e. other applications on your iPad, or the home screen on your iPad)



## Chat

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

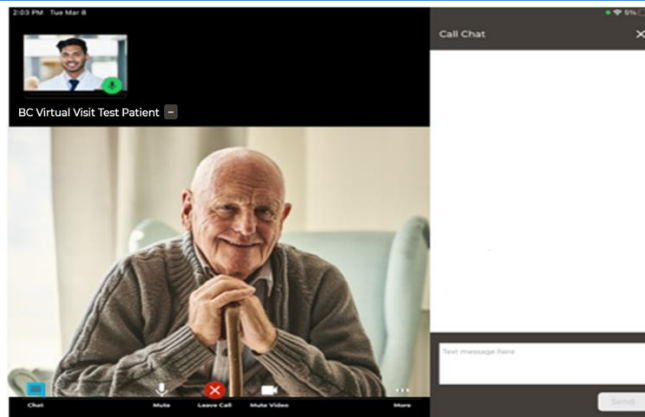
**Step 2:** If your **Chat** icon is flashing, it means you have unread messages.



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### Adding Additional Participants – During an Appointment

**Step 1:** While the session is live, click the **Invite** option under the **More** icon.



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

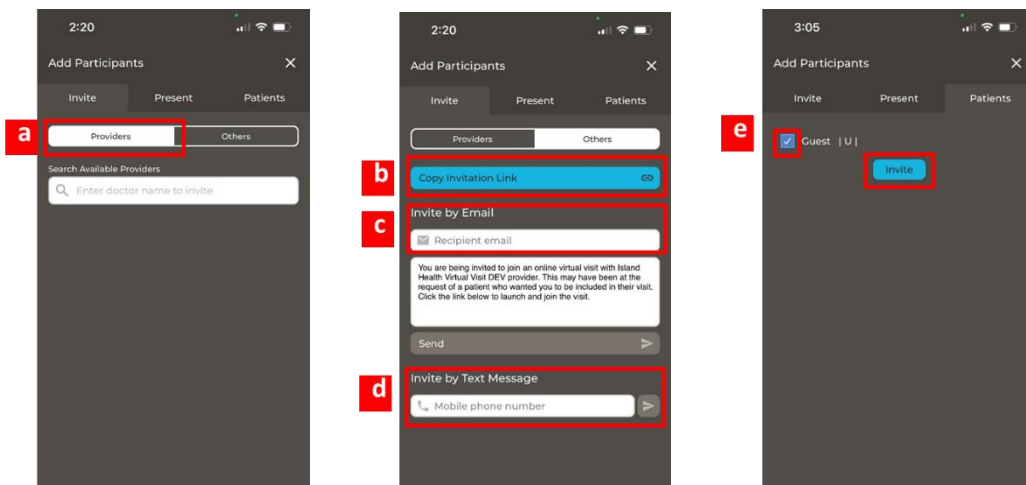
- a. Invite another BC Virtual Visit practitioner using the Providers field

Tap on **Others** to:

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

Tap on **Patients** to:

- e. Add additional patients or guests into the live call that are waiting in the waiting room. Select the checkbox next to their name and then select **Invite** to add them to the call.



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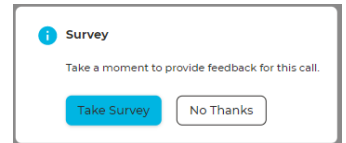
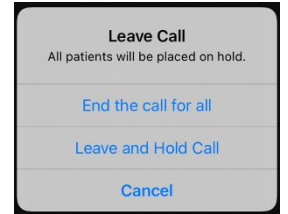
## Leaving a Call

**Step 1:** Tap the **Leave call** button at the bottom of the video screen.



**Step 2:** In the window that appears:

- Tapping **LEAVE AND HOLD CALL** will remove yourself from the call and place the patient back in the waiting room with an 'On Hold' status.
- Tapping **END THE CALL FOR ALL** will end the call for all participants and provider will receive a prompt to take a survey



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