

Preparing for and Attending an Appointment

Information for healthcare professionals

Purpose: To provide guidance on how to prepare and attend a BC Virtual Visit appointment.

Please keep the following in mind as you prepare for your appointment:

- Ensure you are connected to the Internet, whether it be through a wire, Wi-Fi or cellular connection.
- Use an office that is private and quiet. Shared spaces are not recommended.
- Sit 2-3 feet from the camera; remove any distracting objects or client information from view.
- Face camera away from bright sources of light to avoid your image looking black to the client on the other end.
- It is necessary to confirm the physical location and address of your client before beginning a virtual appointment in case of emergency or adverse event. Document this information where appropriate.
- Please chart as per usual. No clinical information should be stored in BC Virtual Visit.

Accessing BC Virtual Visit and Logging In

Please access BC Virtual Visit via the Provider Application using your email as your Login.



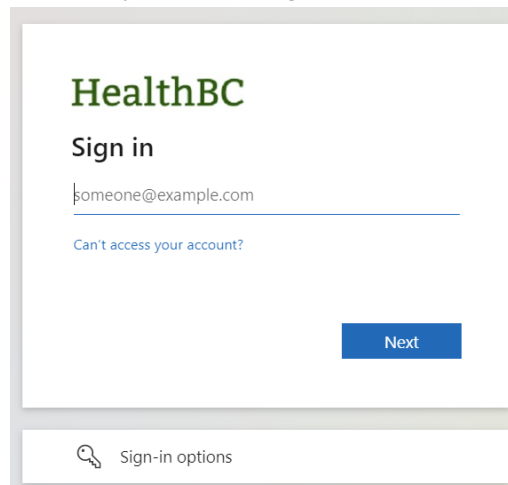
All Island Health windows devices will have the BC Virtual Visit desktop application automatically installed.

BC Virtual Visit

For other device types, refer to the appropriate guide for [how to download/use the BC Virtual Visit Provider Applications](#).

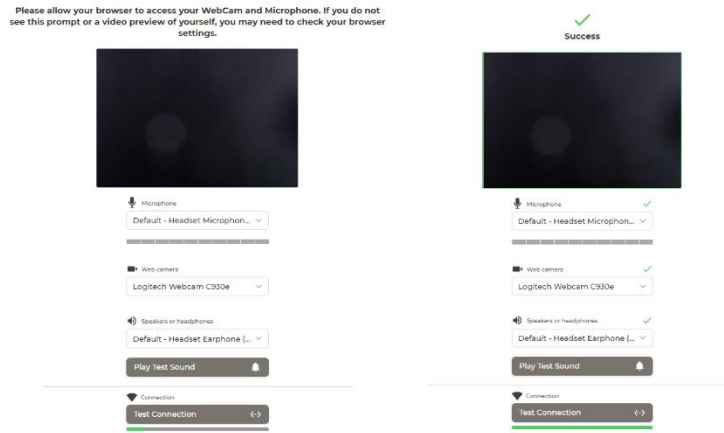
Desktop users may also access BC Virtual Visit through a supported web browser (Chrome, Edge, Firefox or Safari) via the steps below; however, it is recommended that the Provider app is used whenever possible as it provides a better quality experience.

Step 1: Enter your Island Health email and password to sign in:



The screenshot shows the HealthBC sign-in interface. At the top, the 'HealthBC' logo is displayed in green. Below it, the text 'Sign in' is shown. A text input field contains the placeholder email 'someone@example.com'. Underneath the input field is a link that says 'Can't access your account?'. At the bottom right of the sign-in area is a blue button labeled 'Next'. Below the main sign-in area is a separate box containing a magnifying glass icon and the text 'Sign-in options'.

Testing your Audio and Video Connection



It is recommended to test your Audio and Video Connection before your first BC Virtual Visit appointment **OR** if you are using a new device/workstation.

Step 1: Once logged in to BC Virtual Visit, select the *user menu* in the top right corner by clicking on the following icon:



Step 2: Select *Pre-Call Diagnostics* to run through a test of your camera, speaker, microphone and Internet connection (please refer to images below).



NOTE: If your browser requests permission to use your camera or microphone, make sure that they are both allowed.

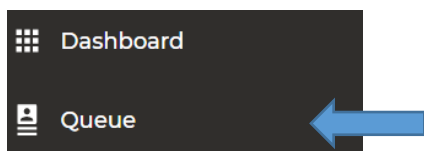
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Configuring your Queue, Viewing and Selecting Scheduled Visits

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.

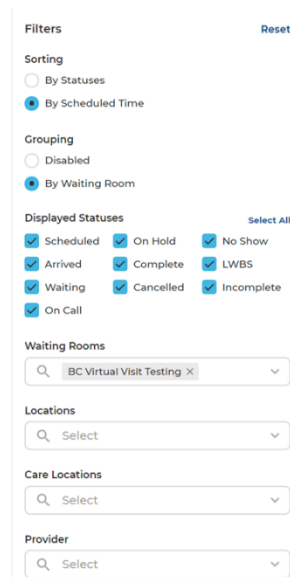
Step 1: Click on Your *Queue* from the Left Navigation Menu



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

The following sections allow for filtering of the Queue:

- a. **Sorting**
 - i. By Statuses
 - ii. By Scheduled Time
- b. **Grouping**
 - i. Disabled
 - ii. By Waiting room
- c. **Displayed statuses**
- d. You can also filter by given *Waiting Rooms* or *Provider* names assuming providers have been assigned to scheduled visits

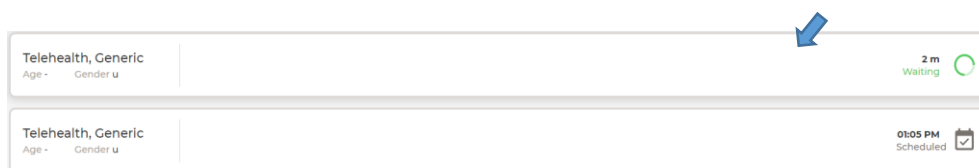


IMPORTANT: Always double-check the scheduled date, time and client name before selecting and launching the video visit.

Starting a Video Visit

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

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



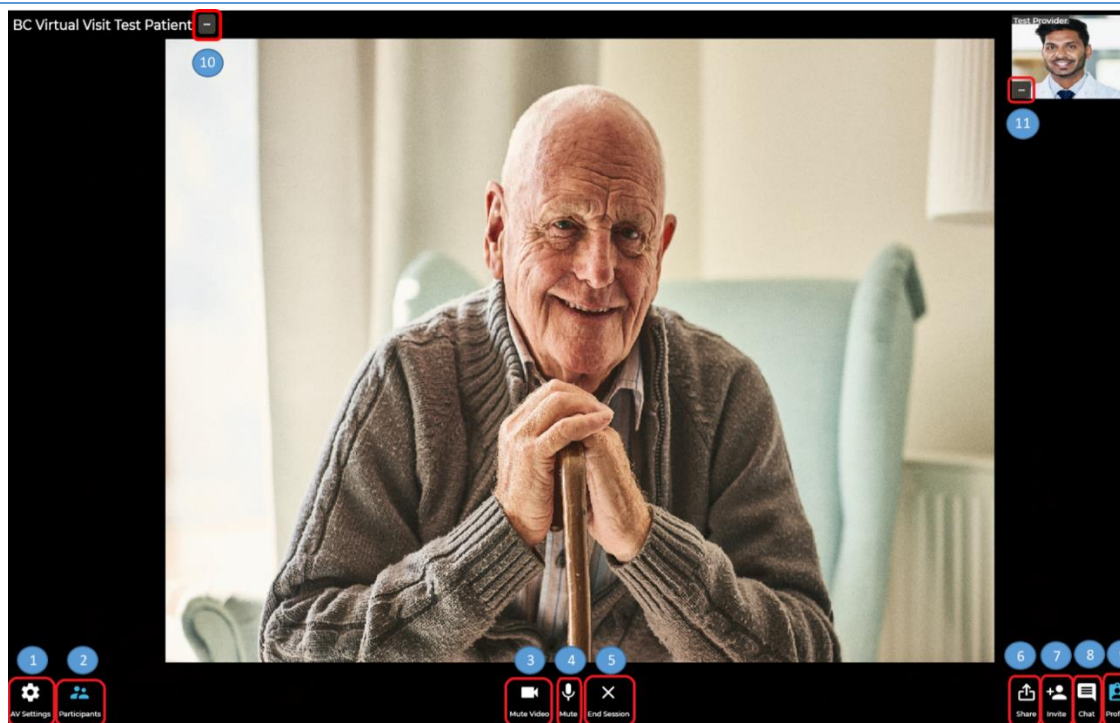
1. Select the appointment. Click *Connect* located on the right side of the window.

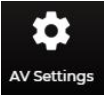
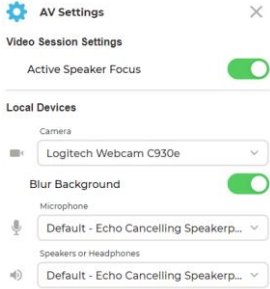





BC Virtual Visit Healthcare Provider View

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




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<p>1</p> 		<p>Select or change your video and audio devices. Other options include the ability to enable active speaker focus and blur your video background. <i>Active speaker focus</i> ensures that the participant speaking is shown on the main video window.</p> 
<p>2</p> 		<p>Hide/show participants' small video windows. The icon will also indicate how many individuals are currently on the call.</p>
<p>3</p> 		<p>Switch your camera off/on</p>
<p>4</p> 		<p>Mute/unmute your audio</p>

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5	 End Session	End call or place your client on hold – <i>see details below</i>
6	 Share	Share your screen, an application window, or a browser tab Note: you can share your device audio with others over the provider web application. This may be helpful if you are sharing a video that contains audio. Ensure you select the <i>Share system audio</i> checkbox at the time of sharing.
7	 Invite	Add additional participants – <i>see details below</i>
8	 Chat	Chat with participants during the video Note: a flashing chat icon indicates you have unread messages.
9	 Profile	Hide/show client profile information on right-hand side of screen
10	 Client or Guest Name	Provides several video viewing and call options – <i>see details below</i>
11	 Healthcare Providers Name	Provides video viewing options available for other healthcare providers or yourself – <i>see details below</i>

7 Adding Additional Participants – During an Appointment

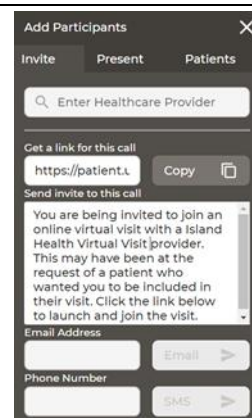
Step 1: While the session is live, click the *Invite* icon.



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

- You can invite another BC Virtual Visit healthcare provider using the first field.
 - Recommend they monitor their Queue
- Enter the invitee’s email, then click *Email*.
- Enter the invitee’s phone number, then click *SMS*.

Step 3: On the Patients tab, add any patients or guests actively waiting in the waiting room to the call.



10 Client and Guest Video Viewing and Call Options

Step 1: While the session is live, click the ellipses next to the client and/or guest name.

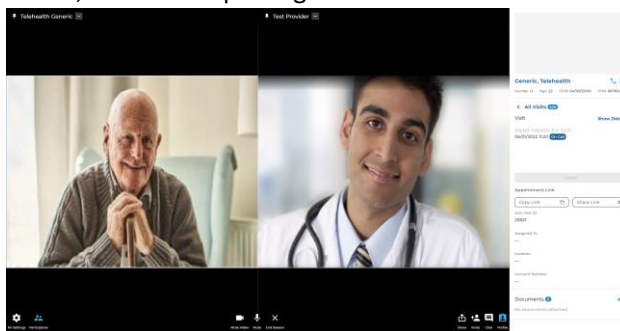
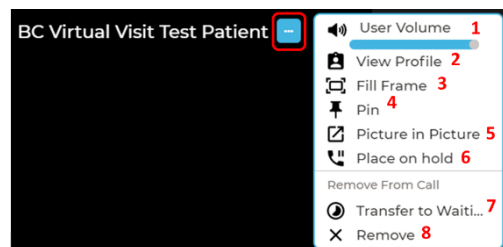



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Step 2: In the window that appears:

1. Adjust the *USER VOLUME* to fine tune how loud or quiet the participant is. This will not adjust their volume for anyone else on the call.
2. Clicking *VIEW PROFILE* allows you to see the Profile Panel on the right-hand side of the screen for the Patient (Guests don't have profiles). **Note:** Active Speaker Focus must be enabled for the View Profile option to be visible. Active Speaker Focus can be enabled from the AV Settings.
3. Clicking *FILL FRAME* will fill your screen with the participant's video when they are in view. To exit this view, click the ellipses again and select *FIT VIDEO*.
4. Clicking *PIN* will ensure the participant's video stays on the screen. **TIP:** Pin a second participant (or yourself) for a side by side video view. This will override the active speaker focus if enabled in your settings. To exit this view, click the ellipses again and select *UNPIN*.



5. Clicking *PICTURE IN PICTURE* allows you to pop-out one participant's video window so that you can see them while using other applications on your computer. You can move and resize the window as needed. Hover over the video and select the return icon  or X to return the participants video to the main screen. The popped out participant window will remain in front of the other windows on your screen. Currently, there is no way to have the pop-out remain as the active speaker.
6. Clicking *PLACE ON HOLD* will place the participant on hold allowing you to have a brief private conversation without them on the call. When you're ready to bring the participant back to the call, click the ellipses again and select *RESUME CALL*.
7. Clicking *TRANSFER TO WAITING ROOM* will remove the client back to the waiting room. In order to add the client back into the call, you will need to exit the call and reconnect to them via the waiting room or Queue when ready. This feature cannot be used for guests.
8. Clicking *REMOVE* will remove the individual participant from the call. If the client is the only participant on the call, this will function similar to *END CALL FOR ALL*.

Ability to Zoom in on Patients or Guests

Healthcare providers now have the ability to zoom in on a participant's video. Patients will receive no indication when you've zoomed in on their video. Place your cursor  in the centre of the area of interest and complete one of the following to zoom in:

1. Move the scroll wheel on your mouse forward



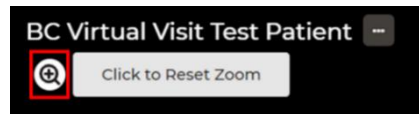
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2. Left click on your mouse, hold it down, and drag the viewing box to the preferred size
3. Left click on your mouse once to zoom in a defined amount

To zoom back out, you can either:


4. Move the scroll wheel on your mouse backward
5. Click the unzoom icon to reset the zoom

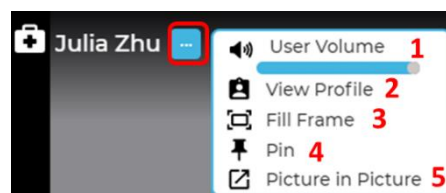


11 Healthcare Provider Video Viewing Options

Step 1: While the session is live, click the ellipses next to another healthcare provider's name. On your own video, you will only have the options to *FILL FRAME* and *PIN* (options 3 and 4 below).

Step 2: In the window that appears:

1. Adjust the *USER VOLUME* to fine tune how loud or quiet the provider is. This will not adjust their volume for anyone else on the call.
2. Clicking *VIEW PROFILE* allows you to see the provider details on the right-hand side of the screen.
3. Clicking *FILL FRAME* will fill your screen with the provider's video when they are in view. To exit this view, click the ellipses again and select *FIT VIDEO*.
4. Clicking *PIN* will ensure the healthcare providers video stays on the screen. **TIP:** Pin a second participant such as the client for a side by side video view. This will override the active speaker focus if enabled in your settings. To exit this view, click the ellipses again and select *UNPIN*.
5. Clicking *PICTURE IN PICTURE* on a provider allows you to pop-out their video window so that you can see them while using other applications on your computer. You can move and resize the window as needed. Hover over the video and select the return icon  or X to return their video to the main screen. Currently, there is no way to have the pop-out remain as the active speaker.



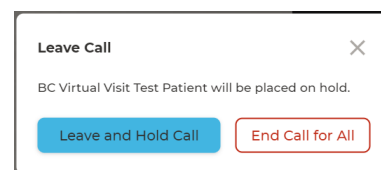
5 Leaving a Call

Step 1: Click the *Leave Appointment* icon.

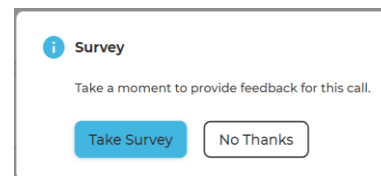


Step 2: In the window that appears:

- Clicking *LEAVE AND HOLD CALL* will remove yourself from the call and place the client back in the waiting room with an 'On Hold' status.
- Clicking *END CALL FOR ALL* will end the call for all participants.



After you click *End call for all*, a window will prompt to ask you if you'd like to complete the *provider survey* or not. Once you click on *TAKE SURVEY*, you will be taken to the provider post-consultation survey upon exiting the call.



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