



CHS iPhone Provider Application

Information for healthcare professionals

Purpose:	To provide guidance on how to use the BC Virtual Visit provider iOS app on an Island Health CHS iPhone.
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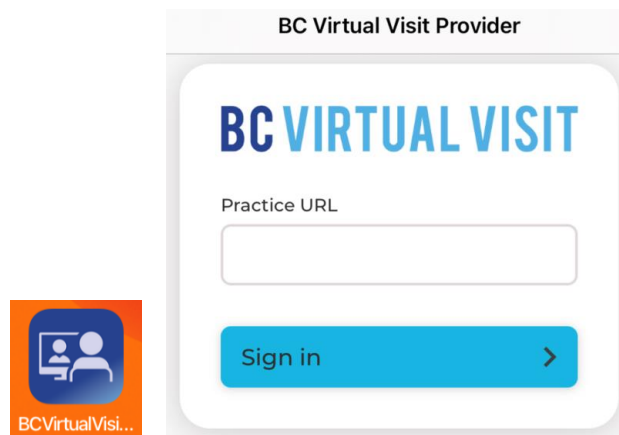
NOTE: It is recommended that providers attend appointments on a computer or iPad, as iPhones have limited functionality due to its small screen size. Please see the section below on “Conducting a BC Virtual Visit Appointment Using the BC Virtual Visit Provider iOS Application” for more information.

You will see both a **BC Virtual Visit Provider app** icon  and a **BC Virtual Visit Patient App** icon  on your home screen.

You should use **BC Virtual Visit Provider App** to connect to all of your appointments.

The **BC Virtual Visit Patient App** will be used if you ever need to enter an appointment via SMS or email invitation as a guest or while helping a patient attend a virtual visit through your device.

Step 1: Tap on the **BC Virtual Visit Provider** icon from your home screen to open the app.

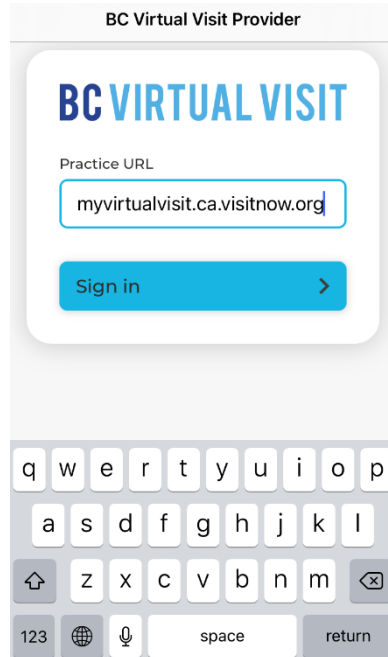


Step 2: If this is your first time, please manually type **myvirtualvisit.ca.visitnow.org** under **Practice URL**.

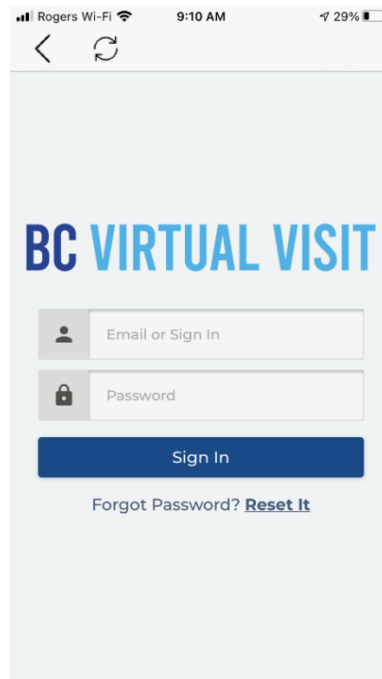
If you have used this app before on this device, URLs you have accessed previously will show in the dropdown list. Click **Sign in** to be re-directed to your login page.

www.islandhealth.ca/bcvirtualvisit

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



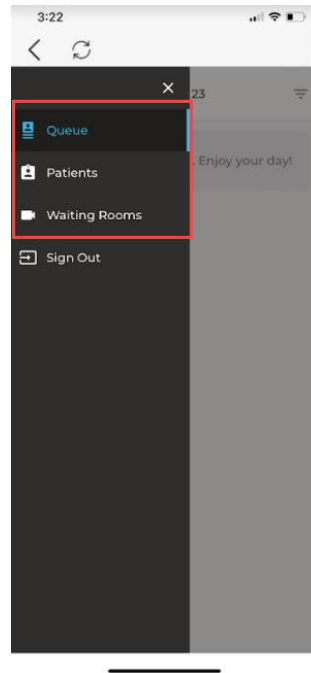
Step 3: Enter your **username** (email) and **password**. Tap **Sign In**.



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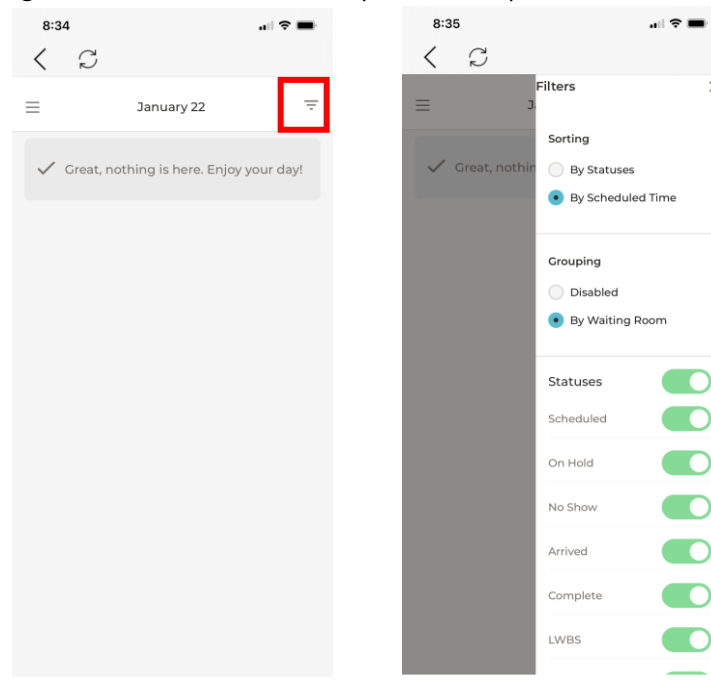
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Understanding the Queue, Patients and Waiting Rooms



Queue

Displays all your appointments for the day. Ensure the Queue is configured to show your desired appointments by tapping the **Queue Filter** button to open the side panel and select the statuses accordingly.

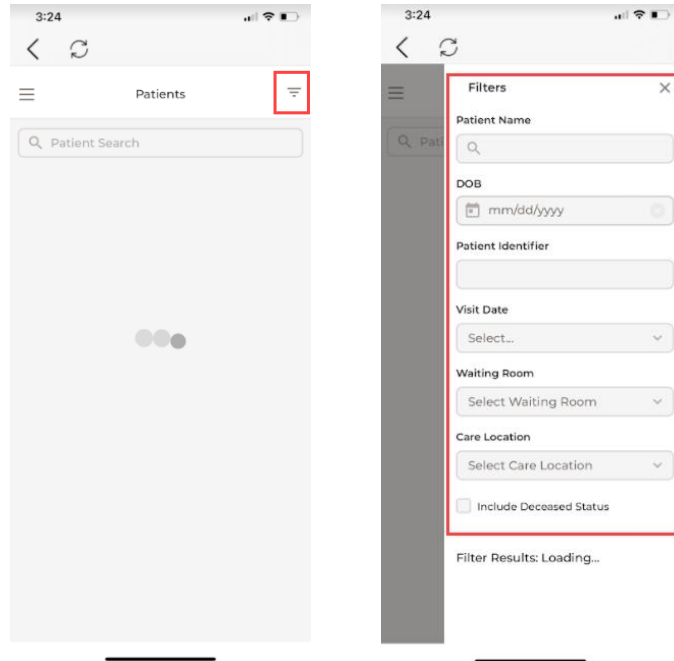


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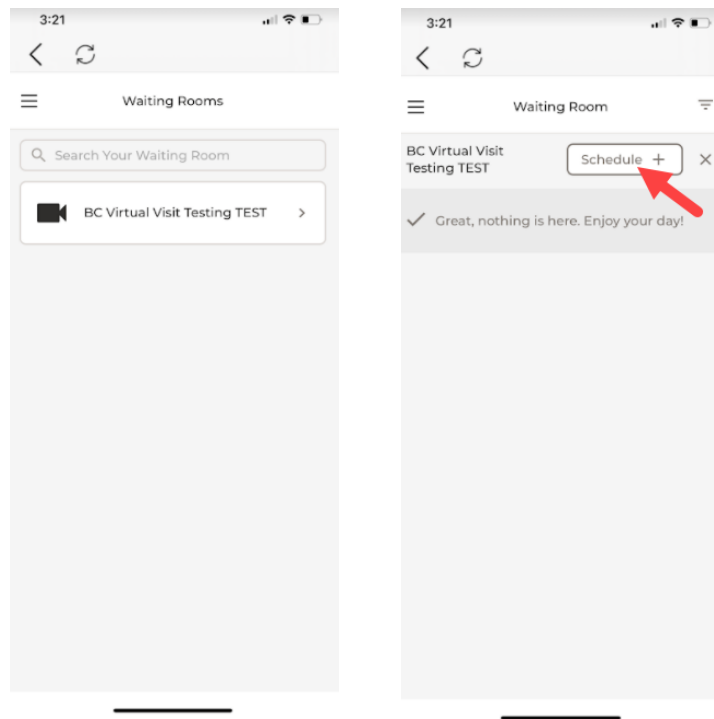
Patients

Allows you to view and search for all patients registered in the system. Tapping the Patients Filter button allows you to search by a specific patient identifier, such as their name, date or birth or PHN.



Waiting Rooms

Displays all waiting rooms you have access to, and allows you to join and schedule appointments.



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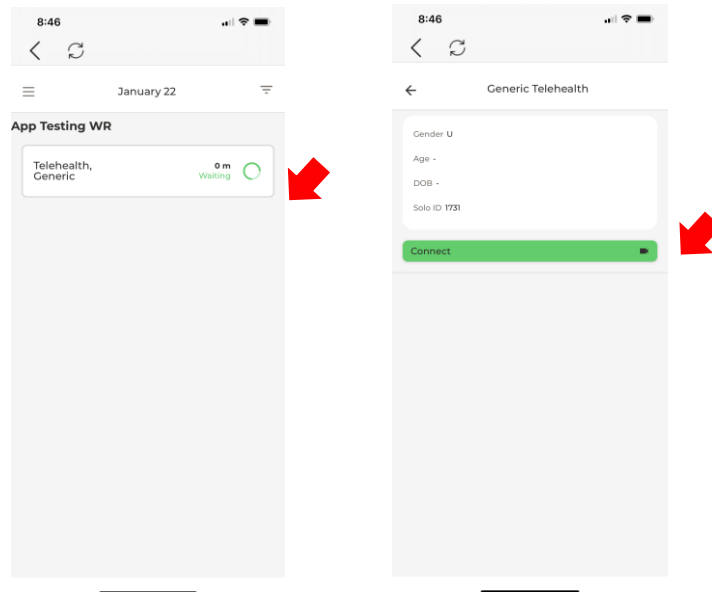
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Starting an Appointment

Step 1: Select a scheduled appointment from your Queue or Waiting Room 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

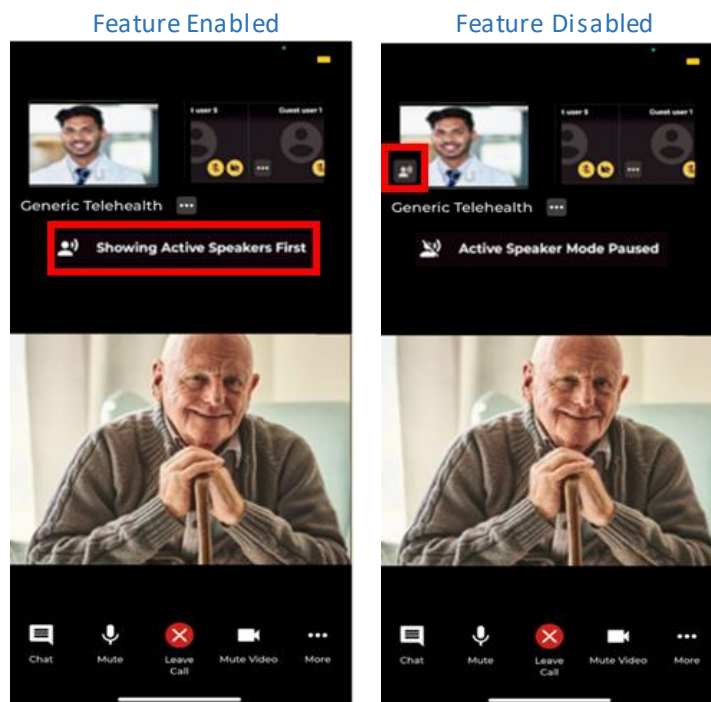



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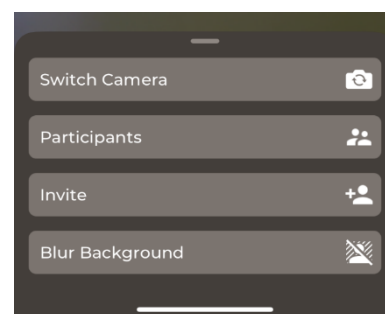
BC Virtual Visit Provider View

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 shown in the feature disabled screenshot re-enables it.



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

- Switching between front and back camera
- 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.

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