

# Inviting Clients to Re-Connect to a Video Call

Information for healthcare professionals

<b>Purpose:</b>	To provide instructions on inviting clients to re-connect to a video call through email or text.
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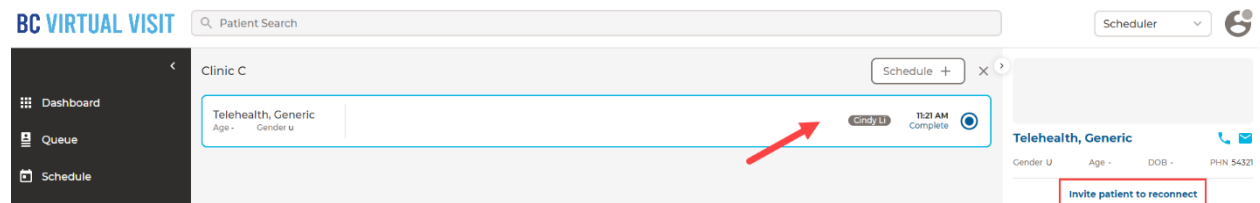
## Inviting Clients to Re-Connect

This feature allows you to easily send a new email/text inviting clients to reconnect to a video call if they:

- a) Lose connection
- b) Need to rejoin a previous video call

BC Virtual Visit users can re-send the email or text notification directly from the Schedule or Queue page by selecting the appointment. This will allow your client to re-join easily without having to find their original email/text message.

**Step 1:** Click on the appointment you wish to re-send an invitation for



**Step 2:** Click on “Invite patient to reconnect” as outlined in red in the image above. You will see a pop-up indicating the notification has been sent as well as a timer displaying how long since they sent the invite. Clients will receive an email or SMS depending on contact details in their profile:

### Sample Email

## BC VIRTUAL VISIT

<https://patient.uat.ca/visitnow.org/start/0cb8bf185cbb1d9a77b13f324f624bf343e0f08e> Hello, a medical professional would like to reconnect with you for a recently scheduled virtual visit. Please click the link above to start the session and they will be with you momentarily.

### Sample SMS

<https://patient.ca/visitnow.org/start/96713199030e5443455e10e8781437ab4c673bd1> Hello, a medical professional from a recent virtual visit would like to reconnect with you. Please click the link above; they will join you momentarily.

**NOTE:** The “Invite client to reconnect” option will only appear if you are trying to re-connect with the client within 2 hours of completing the appointment. E.g. if your appointment completed at 10am, but you are trying to re-connect with the client at 12:01pm, this option will not be available.

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