

# 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

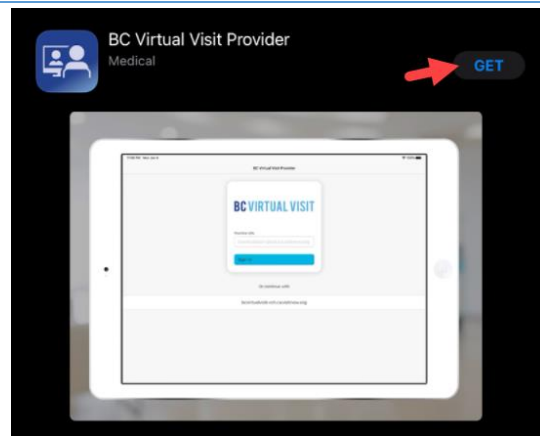
**Step 2:** Tap on **Search** at the bottom of your screen and type in **BC Virtual Visit Provider**



**Step 3:** Tap on **Get** to start the download process

[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)



**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.

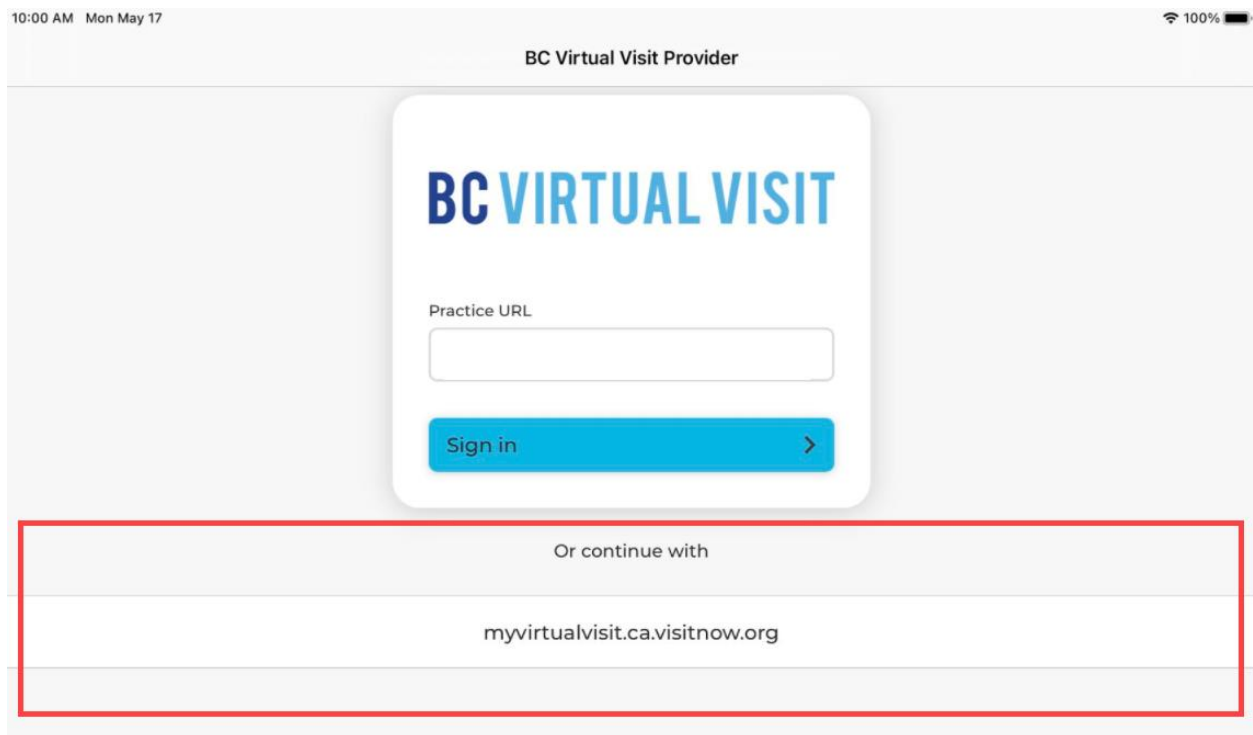


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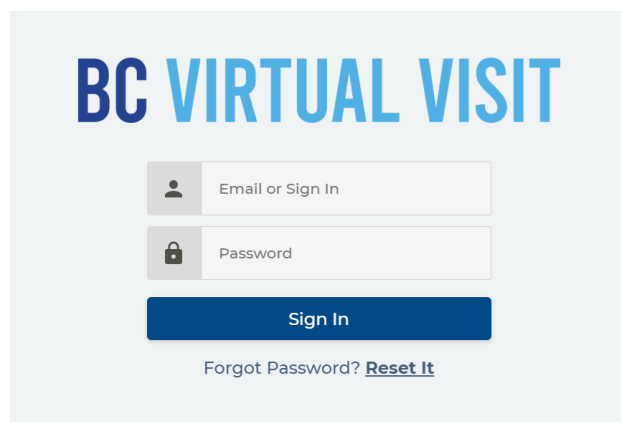
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**Step 2:** You are required to type in your practice's URL, **myvirtualvisit.ca.visitnow.org**, the first time you open this app. Tap on **Sign In** after confirming you have entered the correct URL.

**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.



**Step 3:** You will now see the login screen to enter your email and password to log into the system.



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## 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.

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

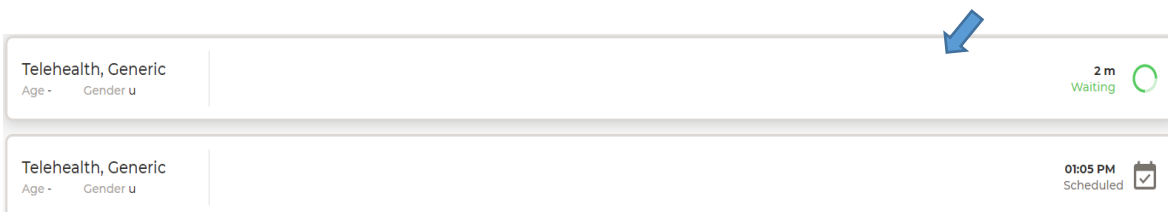
- a. *Sorting*
- b. *Grouping*
- c. *Displayed Statuses*



## Starting a Video Appointment

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

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



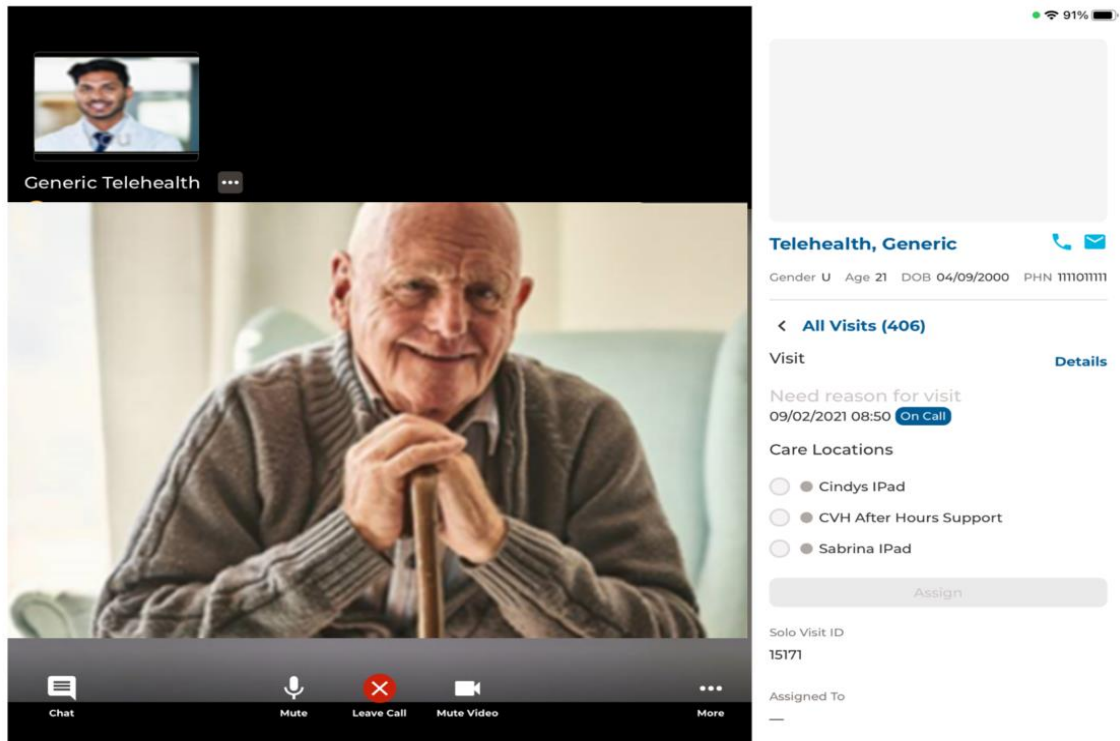
**Step 3:** Select the appointment. Click **Connect** located on the right side of the window




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## BC Virtual Visit Provider View



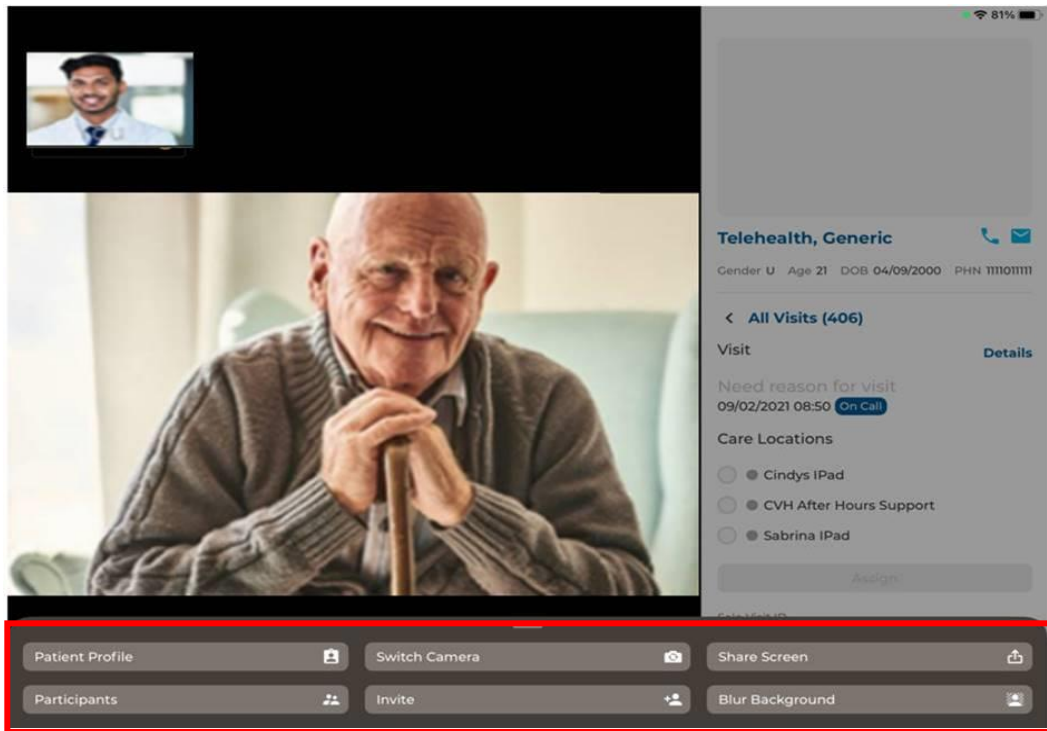
Within the call, providers are able to access more functionalities by clicking the **More** icon . Below is a list of functionalities that are included this **More** icon:

- 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.

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## Screen Sharing

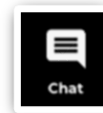
**Step 1:** To share your screen during the appointment, click the **Share Screen** option under the **More** icon. Please note that this feature will only share content within the app, and cannot share anything outside of the app. (i.e. other applications on your iPad, or the home screen on your iPad)



## 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.



## Adding Additional Participants – During an Appointment

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



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

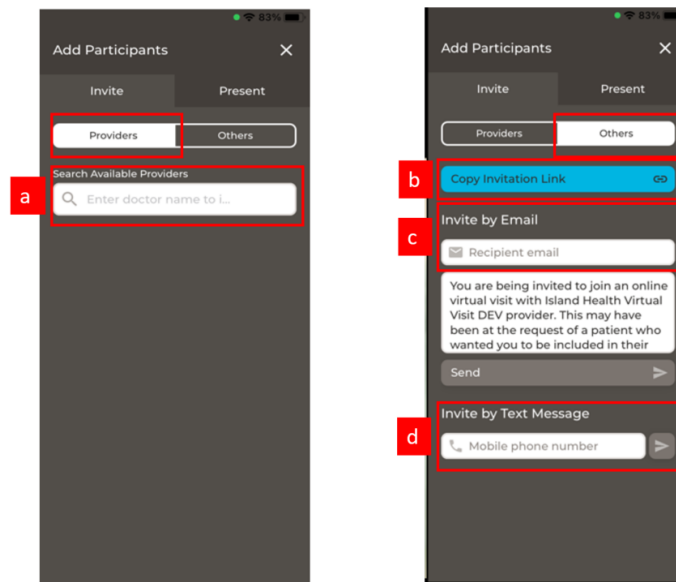
- a. Invite another BC Virtual Visit practitioner using the Providers field.

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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



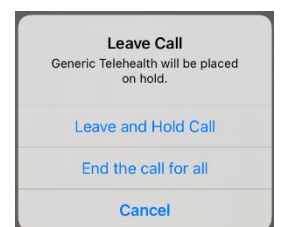
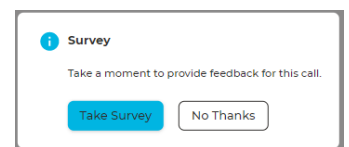
## Leaving a Call



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

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

- Tapping **END THE CALL FOR ALL** will end the call for all participants and provider will receive a prompt to take a survey
- 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.



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