Providers Frequently Asked Questions
Information for healthcare professionals

| **Purpose:**	This document outlines common questions that arise from the provider support desk, and provides guidance for each scenario.

Provider FAQs

Q1. Learning Hub Issues?

1. If you have a Learning Hub account and require a password reset, please click here
2. If you do not have a Learning Hub account, please follow the instructions here
3. For any additional technical issues, you must submit ticket through PHSA here

Q2. I've done my training, now what do I do?

1. After completing the BC Virtual Visit User Training course, you will have reset your password in the TRAIN environment.
2. Please follow the instructions you have received in your training email to access the PRODUCTION environment. The username and password will be the same that you used for the TRAIN environment
3. However, if for some reason you are unable to log in, click "**Reset it**" to reset your password
4. Type in your email and click "**Reset Password"**
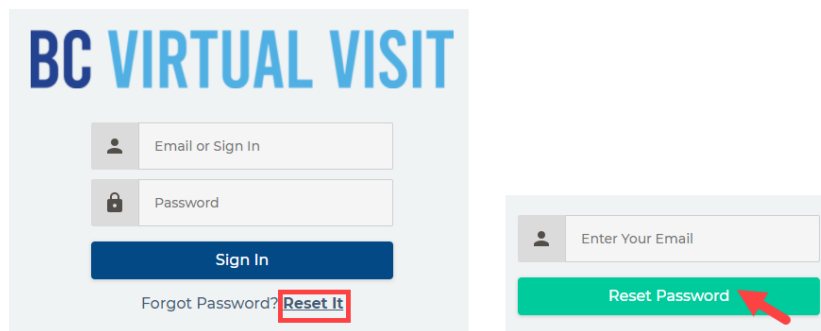
Note: Depending on the size of your clinical program or area, or if you you are part of a new program onboarding onto BC Virtual Visit, you may experience a delay between completing your training and receiving access to production.

Q3. How do I get access/on-board/get a BC Virtual Visit account?

Programs Currently Using BC Virtual Visit:

- If additional accounts or changes to existing accounts are required, managers or delegates of live BC Virtual Visit programs can request additional accounts for new clinical or program staff by way of the form here.

New Programs Not Yet Using BC Virtual Visit:

www.islandhealth.ca/bcvirtualvisit

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- New programs/clinics wanting to get on-boarded with MVV, please email telehealth@viha.ca to learn more about the onboarding process.

Q4. Why am I getting an Access Denied error when logging into BC Virtual Visit?
1. Confirm with your program lead(s) to ensure you have been requested a BC Virtual Visit account
2. Try the steps above in Q2 to reset your password. If you are alerted with a "User Not Found" error, this also confirms your account has not been set up
3. Follow the steps above in Q3 to have an account created for you depending on whether you are part of an existing program who currently uses BC Virtual Visit, or a new program not yet using BC Virtual Visit

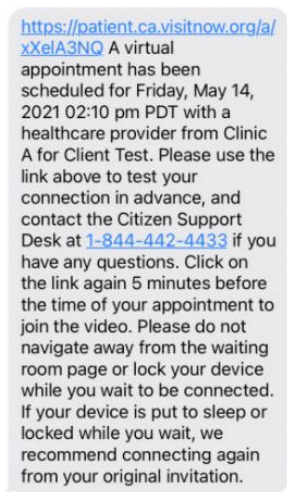**Q5. Why is the patient not receiving BC Virtual Visit email invitations?**
1. Confirm with patient if they have the correct email address (always confirm email prior to sending an invitation)
2. Check in the spam/junk folder (known issue for Hotmail – first time in junk box); ask to see if they have another email address to use

Q6. Patient says they are in the waiting room but provider cannot see/connect with them
1. If patients are joining from an email invitation, ensure patients have clicked on the "ENTER WAITING ROOM" button or copied/pasted the invitation link info a compatible browser, as shown in the image below.

ENTER WAITING ROOM

Enter waiting room button not working? Copy and paste this link into your Chrome or Firefox browser:

https://patient.ca.visitnow.org/start/e3011b03c391817f8c2224d3758d fd696e354651

If patients are joining from an SMS text invitation, ensure patients have clicked the link within the invitation

https://patient.ca.visitnow.org/a/ xXelA3NQ A virtual appointment has been scheduled for Friday, May 14, 2021 02:10 pm PDT with a healthcare provider from Clinic A for Client Test. Please use the link above to test your connection in advance, and contact the Citizen Support Desk at 1-844-442-4433 if you have any questions. Click on the link again 5 minutes before the time of your appointment to join the video. Please do not navigate away from the waiting room page or lock your device while you wait to be connected. If your device is put to sleep or locked while you wait, we recommend connecting again from your original invitation.

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2. Recommend to patients that they complete a test connection call in advance of their appointment, and always call the BC Virtual Visit Support Desk at **1-844-442-4433** if they require further technical assistance.

Q7. How to link patient profiles with same email
The SAME email address can be used for more than 1 patient as long as the patient profiles are linked (this may be required for minors, incapable adults, etc.)

Option 1 – Linking patient profiles at the time of profile creation
1. Enter the email address that is already in use in another profile
   - You will see a prompt indicating that this email is already in use and it lists patients who have this current email
2. Check the box next to "Yes" to link the profiles, allowing for sharing of emails
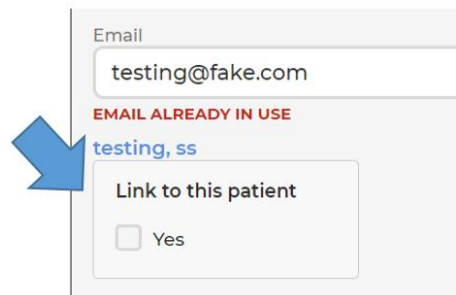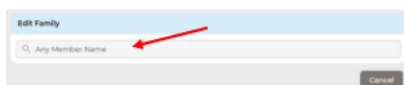

Option 2 – Linking patient profiles from the profile editing page
1. Open the patient's profile for which you would like to create a linkage.
2. Scroll down to the family section and click the pencil icon to edit.
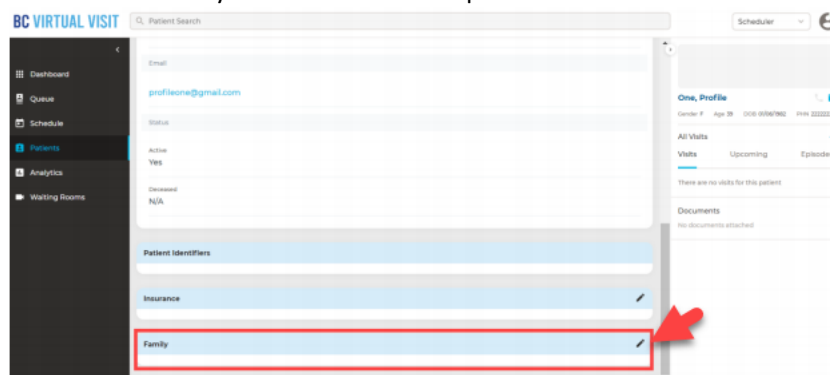
3. Use the search field to select an existing profile you would like to link to.

4. Select which email you would like to use for the family, or add a new email by entering the email into the field provided. To complete the family linkage, select **Add+**

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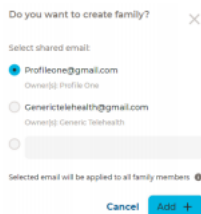
Q8. Accessing Train and Production Environments

To distinguish between Train and Production, the logos below can be seen on the login page and throughout the system, so it is important to ensure you are in the right environment before scheduling or attending any appointments:

BC Virtual Visit Train	BC Virtual Visit Production
training environment	**BC VIRTUAL VISIT**

Click on **Menu** > **Practice** > **Practice Select** to change from the production to train environment
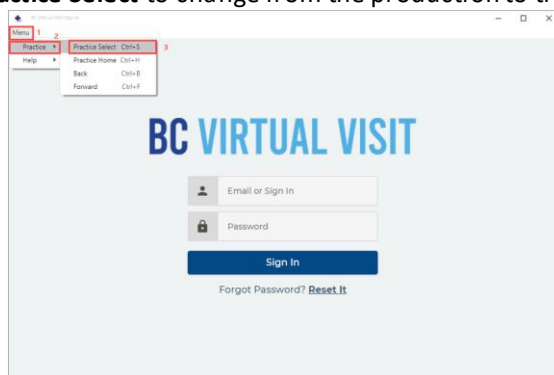
Select the Practice URL to continue, both the TRAIN and PROD URLS be accessible. Click on the down arrow to expand the list of practices.

By default, you will see two URLs that represent the BC Virtual Visit train and production environments:

- **Train:** myvirtualvisit-testing.ca.visitnow.org
- **Production:** myvirtualvisit.ca.visitnow.org

Select the train URL to be redirected to the BC Virtual Visit Training Environment login page.
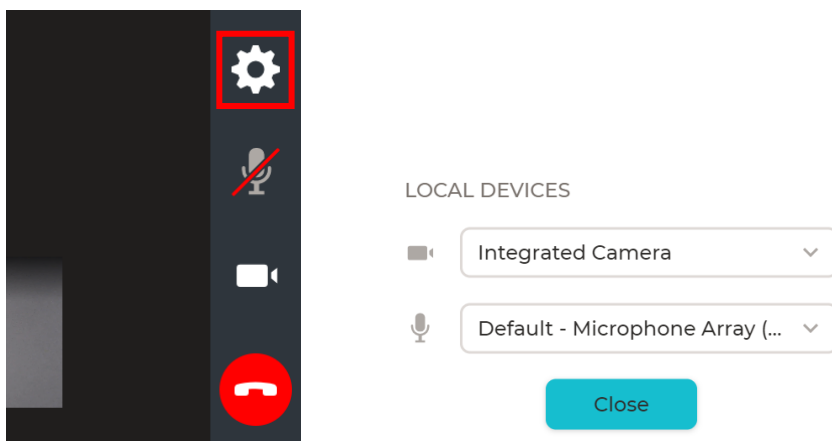
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Q9. General audio/video troubleshooting

- **Option 1:** Ensure webcam and microphone are enabled on your device by completing a **pre-call diagnostics** from your user menu:
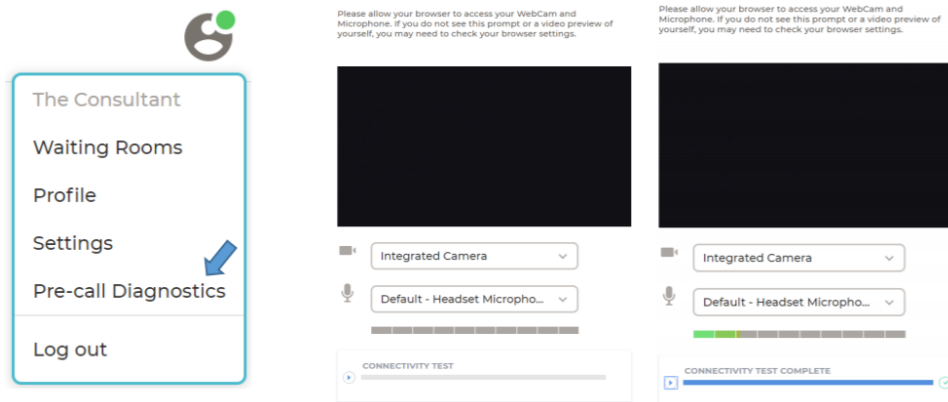
- **Option 2:** Inside a BC Virtual Visit call, clicking on the settings icon can ensure you have selected the appropriate audio and video sources. If you are aware of any peripheral/USB cameras or headphones connected to your device, select from the dropdown menu under "Local Devices" to ensure they have been selected for your video visit:

- **Option 3:** If you are on an Island Health computer, ensure correct speaker and microphone settings are selected by right clicking on the **speaker icon > Sounds**, then checking if the correct source is selected under the **Playback** and **Recording** tabs.

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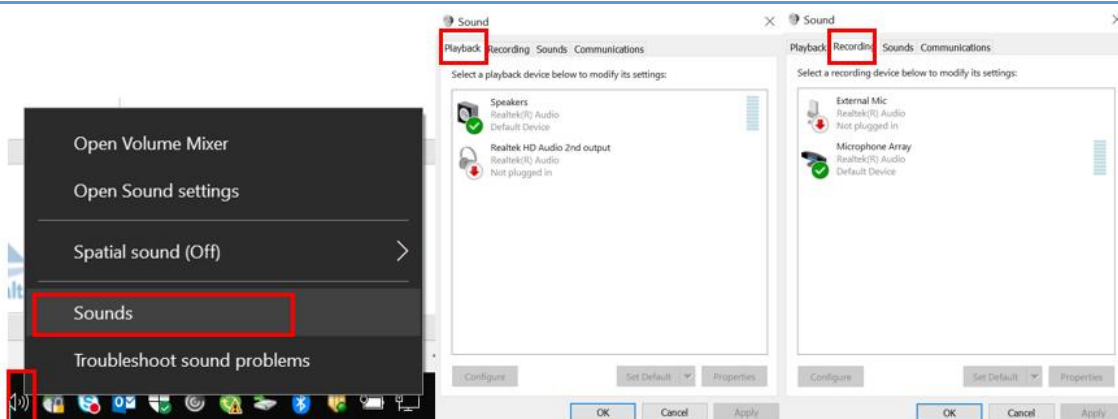
- **Option 4:** Ensure that the **F4 key** or microphone key is not turned on. Island Health Laptops use the F4 key to mute the microphone. This setting can override the mute key from the software. If you are unsure whether your settings are correct, please contact the Clinical Solutions Desk.

Q10. Best practices before connecting into a BC Virtual Visit appointment

1. When a client is scheduled into a waiting room, all clinicians that have access to that waiting room are able to connect any client that was 'waiting'. This means providers within the same program can enter each other's appointments. This feature is essential to enable team based care, as many teams see patients together or in succession. Please make sure to confirm the appointment you are entering is for the patient you are expecting to see by following the steps below.

2. Clinicians should match patient name, DOB, gender and PHN before connecting. Additionally, clinics may use "Reason for visit" to ensure their clinicians are connecting to the appropriate client. If a clinician does connect by mistake, they are able to leave the call and place the patient back into the waiting room for the appropriate clinician to attend their virtual visit.

3. After joining the video visit, providers are expected to follow the same positive patient identification steps similar to face to face visits.

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