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.

BC Virtual Visit

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

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 account email and password.

Step 2: Click Sign In [Sign In]

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
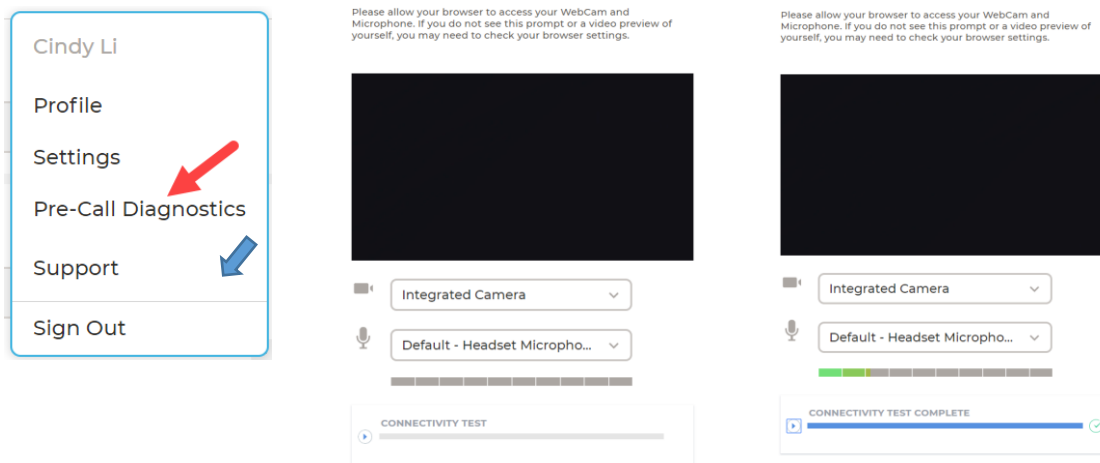
following icon

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Step 2: Select *Pre-Call Diagnostics* to run through a test of your video, audio 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.

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
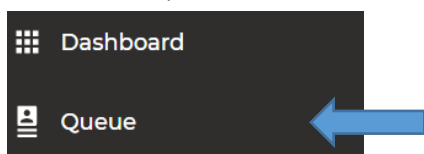
Step 2: Click the *filter icon* on the right hand side to configure the queue. The following sections allow for filtering of the Queue:

      a. Sorting
          i. By Statuses
          ii. By Scheduled Time

      b. Grouping
          i. Disabled
          ii. By Waiting room

      c. Displayed statuses

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

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

Starting a Video Visit

Step 1: Click on a scheduled appointment from your queue by clicking anywhere on the appointment bar.
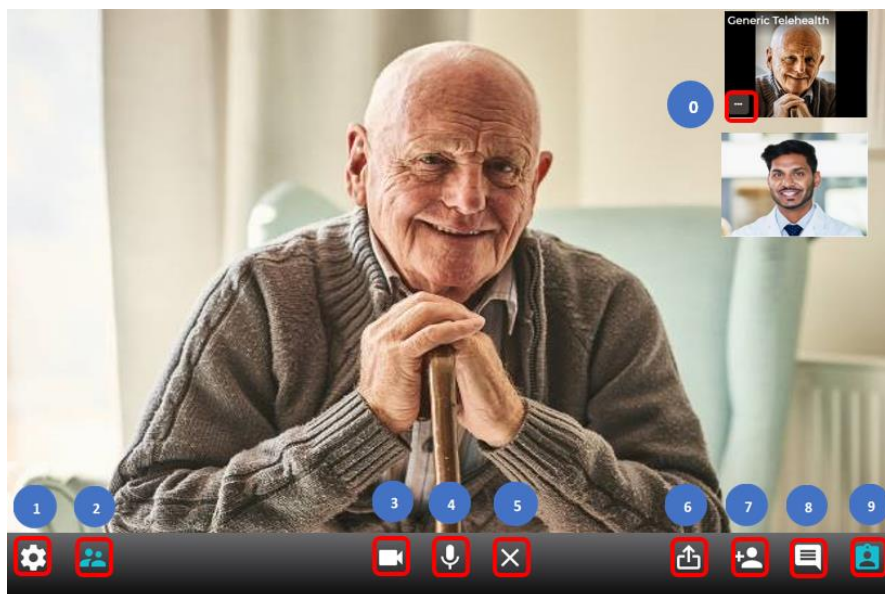
Step 2: Once your client has check-in, you will see the status on the appointment change to 'Waiting'.

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

BC Virtual Visit Provider View

1	Select or change video and audio devices, and allows your to blur your video background

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2	Hide/show participant's small videos
3	Switching your camera off
4	Muting your audio
5	Leaving or Ending the call
6	Share your screen
7	Add additional participants
8	Chat with participants during the video
9	Hide/show client profile
10	Remove from call or transfer to waiting room

Screen Sharing

Step 1: To share your screen during the appointment, click the screen-sharing icon.
Step 2: You can choose to:

- Share your entire screen
- Share an application window
- Share a Chrome tab

Step 3: Click Share.

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

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- You can invite another BC Virtual Visit practitioner using the first field.
- Enter the invitee's email, then click *Email*.
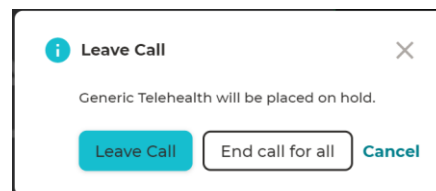- Enter the invitee's phone number, then click *SMS*.
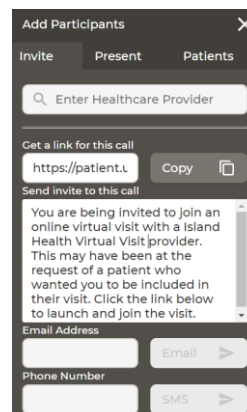
Leaving a Call

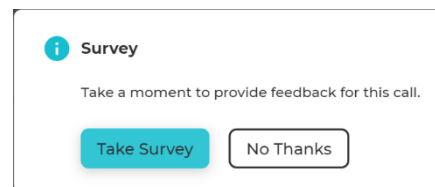**Step 1:** Click the *Leave Appointment* icon.

Step 2: In the window that appears:
- Clicking *END CALL FOR ALL* will end the call for all participants.
- Clicking *LEAVE CALL* will remove yourself from the call and place the client back in the waiting room with an 'on hold' status.

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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