Provider Accessing Care Locations on Island Health Computer
Information for healthcare professionals

Purpose:	This document outlines the steps required to prepare your Island Health computer to conduct a virtual visit using the BC Virtual Visit application.

Please complete the following steps prior to your first BC Virtual Visit appointment:
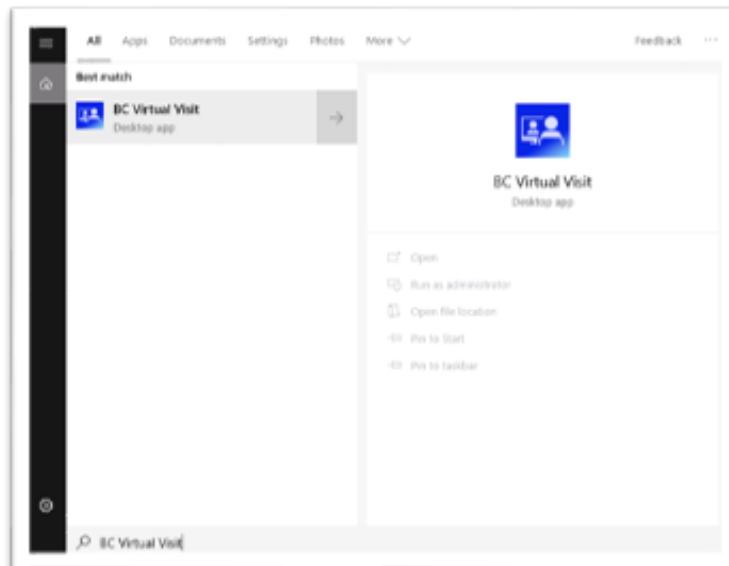
1. Search for the **BC Virtual Visit** desktop application installed on your Island Health computer
2. Create a password for your BC Virtual Visit Account (only if you have never logged in before)
3. Login to BC Virtual Visit and check to make sure you have the correct waiting room access
4. For more information, review the training videos and/or reach out to telehealth@viha.ca for additional support

1. Locate the BC Virtual Visit Desktop Application

a) All Island Health computers have the BC Virtual Visit installed. Locate the BC Virtual Visit icon on your desktop

OR search "BC Virtual Visit" in your windows start menu

www.islandhealth.ca/bcvirtualvisit

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

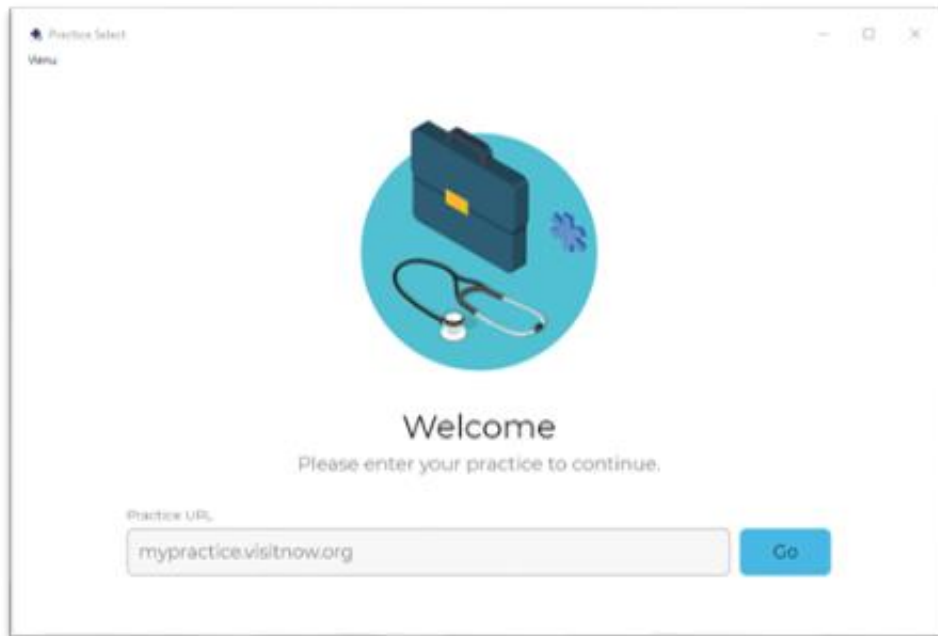# Provider Accessing Care Locations on Island Health Computer
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b) Double click the BC Virtual Visit Provider icon to launch the desktop application

You will now see the Select a Practice page

2. Create a BC Virtual Visit Password
Before you start using your account, you will need to create a password by completing the following steps:

a) e) Enter the practice URL **myvirtualvisit.ca.visitnow.org** or select the practice from the dropdown options and click **Go**

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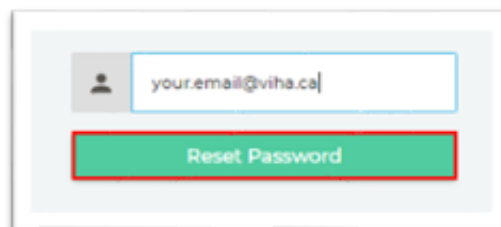Information for healthcare professionals

You should now see the BC Virtual Visit login page. If you require additional information regarding functionalities within BC Virtual Visit, please see our webpage on [Information for Healthcare Providers](link)

b)   From the [Login page](link), select **Reset it**

c)   Enter your email address and select **Reset password**
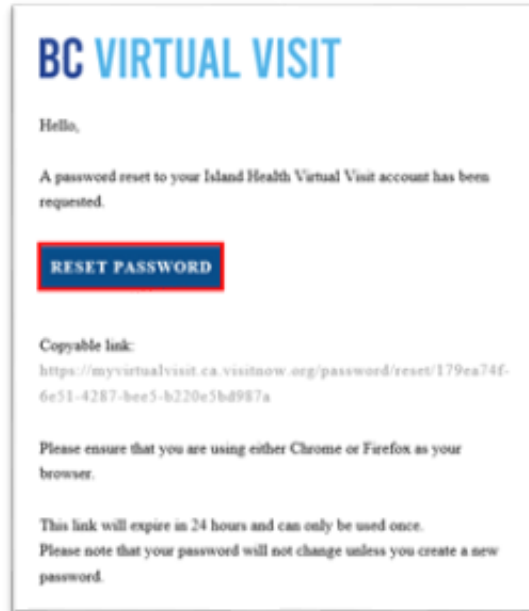- *Note*: enter the email that this training guide was sent to

BC VIRTUAL VISIT | island health

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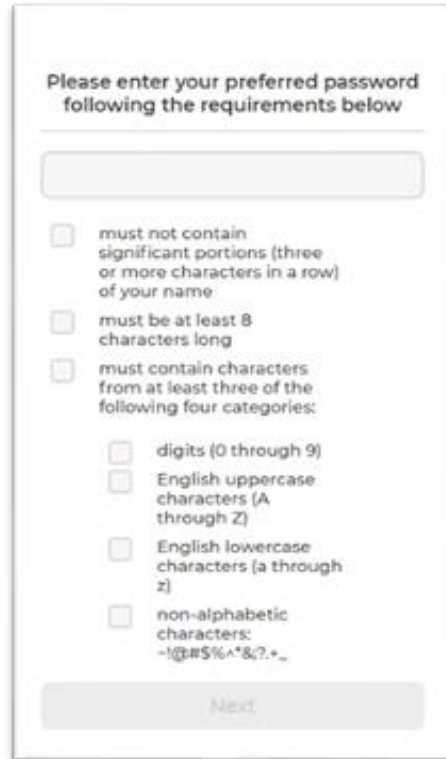Information for healthcare professionals

d) You will receive an email titled **Island Health Virtual Visit: reset password** from support@visitnow.org. if you do not see the email in your Inbox in ~5 minutes, please check your Junk folder

e) Click on the **reset password** link in the email body

f) Create your BC Virtual Visit password and click Next

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Last updated: September 20, 2021

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Please enter your preferred password following the requirements below

☐ must not contain significant portions (three or more characters in a row) of your name

☐ must be at least 8 characters long

☐ must contain characters from at least three of the following four categories:

☐ digits (0 through 9)

☐ English uppercase characters (A through Z)

☐ English lowercase characters (a through z)

☐ non-alphabetic characters: ~!@#$%^*&?.+_

Next

g) Re-enter the password you just entered and click **Submit**

Please repeat password

●●●●●●●●●

✔ matches the entered password

Back   Submit

Your iPhone/iPad is now set up and your BC Virtual Visit password is created.

You are now able to conduct virtual visits.

3. Connecting to a Virtual Visit

Your BC Virtual Visit account has access to the virtual waiting rooms of the facilities you service. Staff on site will have a device to connect into these same virtual waiting rooms.
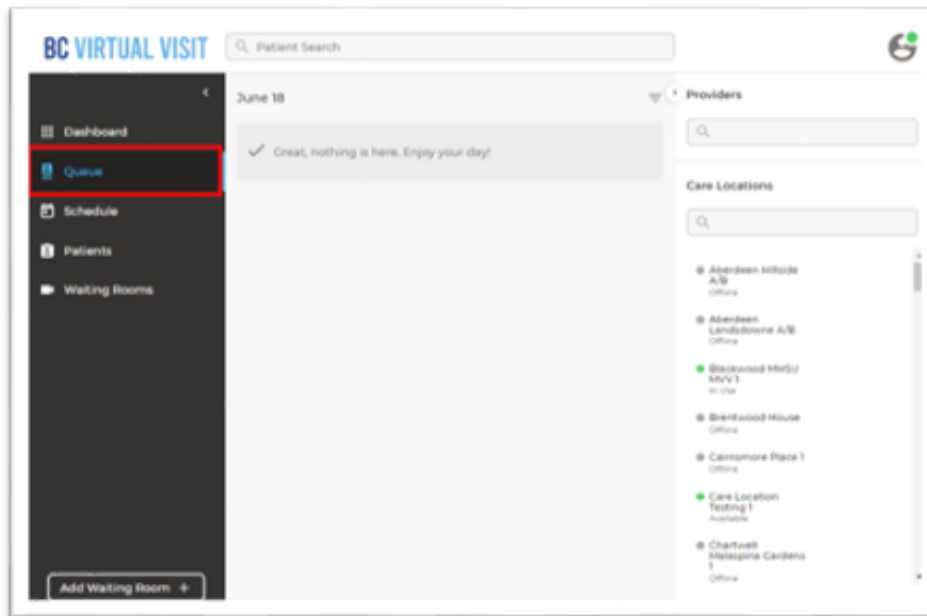
www.islandhealth.ca/bcvirtualvisit

Provider Accessing Care Locations on Island Health Computer
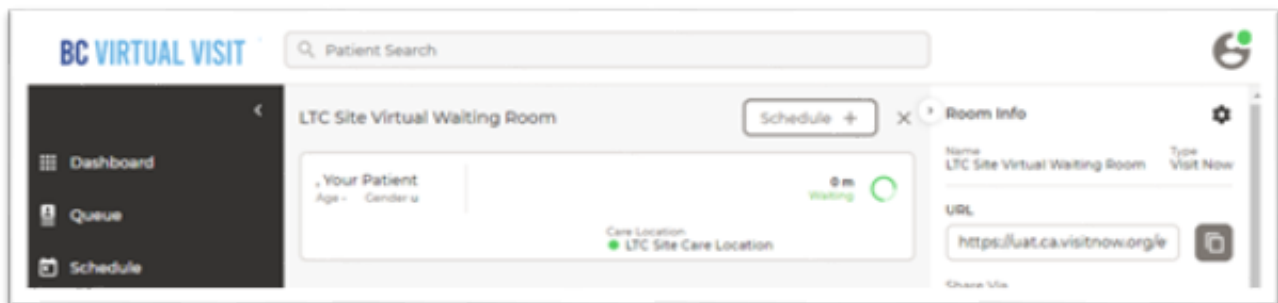## Information for healthcare professionals

Once you coordinate with the site to see a patient/resident via video visit, as per your standard process, follow these steps once logged in using the device you set up:
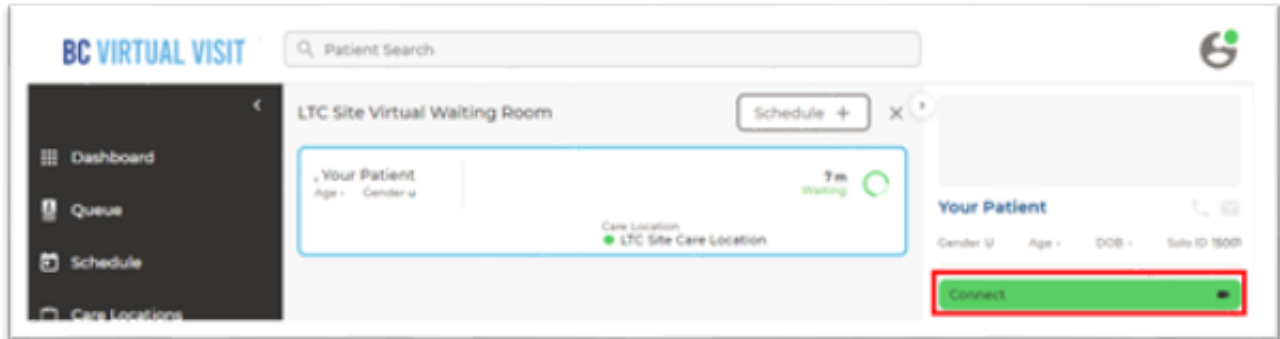
   a)   Click the **Queue** button on the left navigation

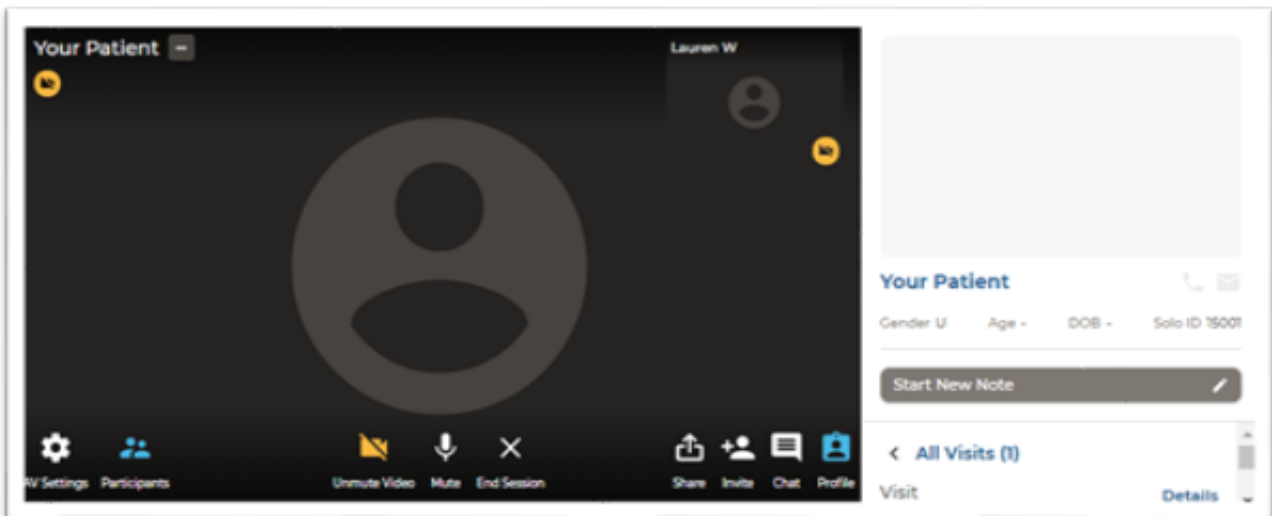   b)   When the site connects your patient, you will see their name appear in the Queue as Waiting

   c)   Click on the appointment bar
   d)   Click connect when you are ready to join the video visit

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You should not be connected to the video call. Below is a brief explanation of the icons you will see on your screen during the video call:

- AV Settings – change your camera and/or microphone/speaker
- Participants – hide the small participant videos
- Mute Video – turn off your video
- Mute – turn off your audio
- End Session – Put patient on hold (Leave) or end call (End for All)
- Share – share your screen
- Invite – invite guest participants to join the call via email or SMS
- Chat – chat message with other participants in the call
- Profile – hide the profile section on the right side

4. Additional Training Resources

1. [Overview and General Information](#) (04:04)
2. [Accessing Training & Production Environments](#) (11:47)
3. [Basic Navigation & Concept of Waiting Rooms](#) (07:22)
4. [Joining & Conducting a Virtual Appointment](#) (10:34)

5. Other Resources

- The [BC Virtual Visit Provider Website](#)
- [Healthcare Provider Practice Standards](#)
- [Preparing for and Attending your BC Virtual Visit Appointment](#)
- The [BC Virtual Visit - Basic User Training Course](#) offered through the Learning Hub