

Provider Accessing Care Locations on iPhone or iPad

Information for healthcare professionals

Purpose:

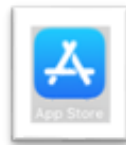
This document outlines the steps required to prepare your iPhone or iPad to conduct a virtual visit using the BC Virtual Visit application.

Please complete the following steps prior to your first BC Virtual Visit appointment:

1. Ensure you have the BC Virtual Visit Provider application installed on your device (Safari will not work)
2. Create a password for your BC Virtual Visit Account
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. Install the BC Virtual Visit Provider App on your iPhone/iPad

- a) Open the App Store



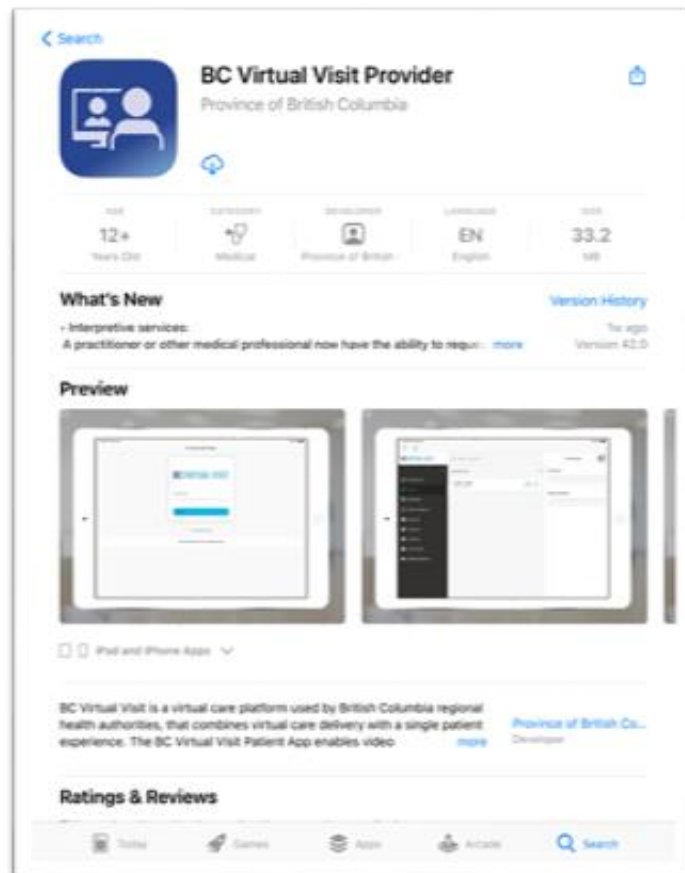
- b) Search “BC Virtual Visit Provider”



- c) Install the BC Virtual Visit Provider Application

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d) Launch the BC Virtual Visit Provider Application

www.islandhealth.ca/bcvirtualvisit

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- e) Enter the practice URL [myvirtualvisit.ca.visitnow.org](https://myvirtualvisit.ca/visitnow.org) and select **Sign in**

The image shows the BC Virtual Visit login page. At the top, the text "BC VIRTUAL VISIT" is displayed in large blue letters. Below this, the label "Practice URL" is positioned above a text input field containing the URL "myvirtualvisit.ca.visitnow.org". A blue button with the text "Sign in" and a right-pointing chevron is located below the input field.

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](#)

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) From the [Login page](#), select [Reset it](#)

The image shows the BC Virtual Visit login page. At the top, the text "BC VIRTUAL VISIT" is displayed in large blue letters. Below this, there are two input fields: "Email or Sign In" and "Password". A blue button with the text "Sign in" is located below the input fields. At the bottom of the page, the text "Forgot Password?" is followed by a red-bordered link labeled "Reset It".

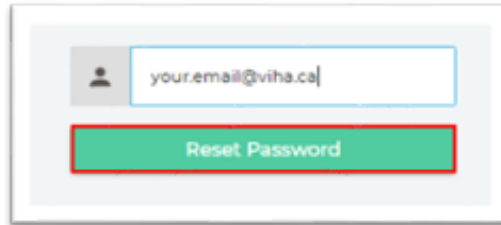
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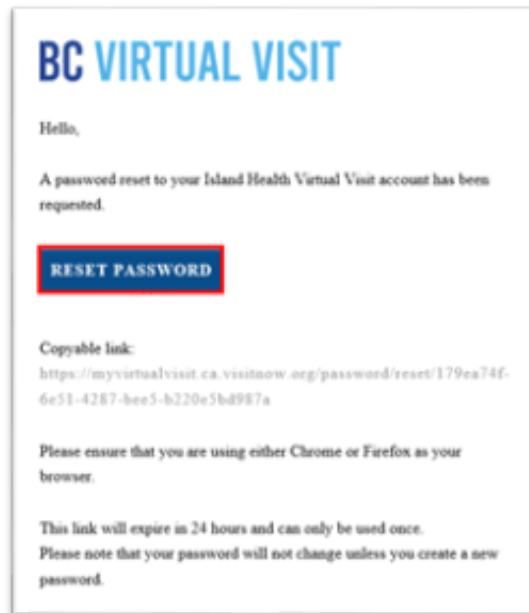
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- b) Enter your email address and select **Reset password**
- **Note:** enter the email that this training guide was sent to



A screenshot of a mobile application interface for password reset. It features a text input field containing the email address 'your.email@viha.ca'. Below the input field is a prominent green button with the text 'Reset Password' in white. The entire form is enclosed in a light gray border.

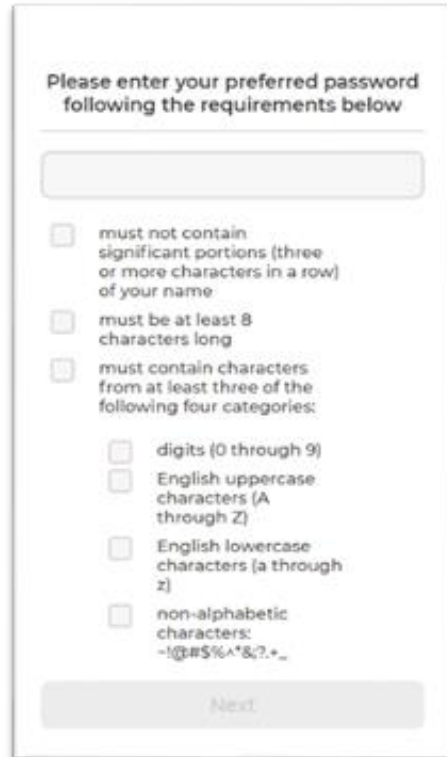
- c) You will receive an email titled **Island Health Virtual Visit: reset password** from support@visitnow.org. If you do not see the email in your Inbox in ~5 minutes, please check your Junk folder
- d) Click on the **reset password** link in the email body



- e) Create your BC Virtual Visit password and click Next

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f) Re-enter the password you just entered and click **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.

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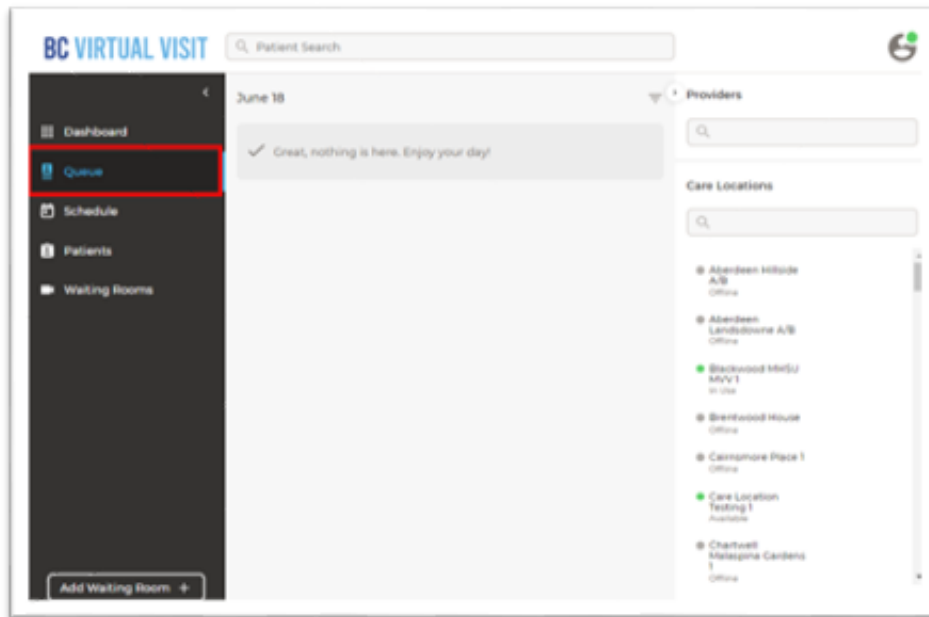
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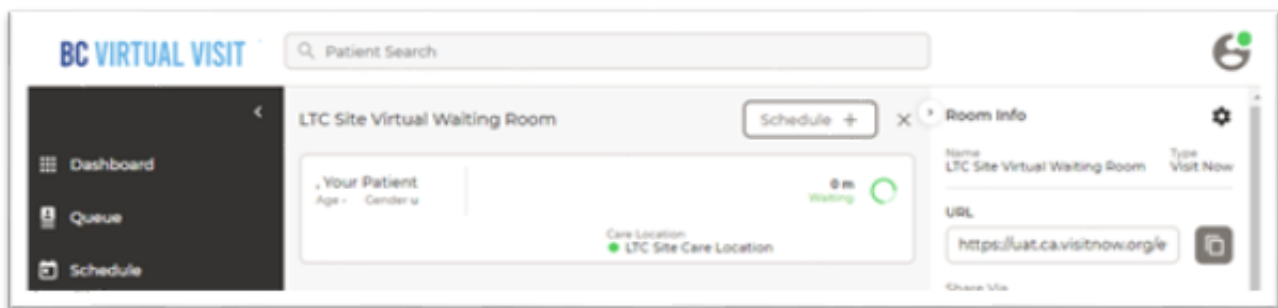
Once you coordinate with the site to see a patient/resident via video visit, as per your standard process, follow these steps once logged in using the device you set up.

From iPad:

- 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



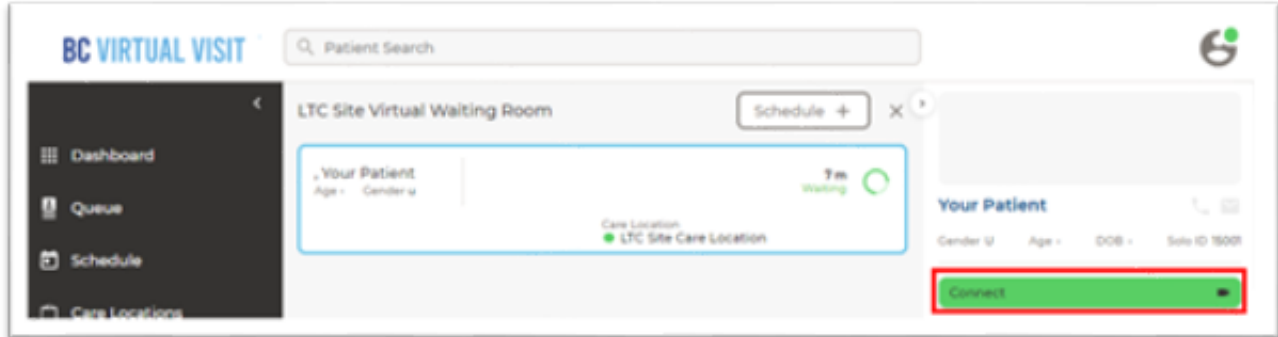
- c) Click on the appointment bar
- d) Click connect when you are ready to join the video visit

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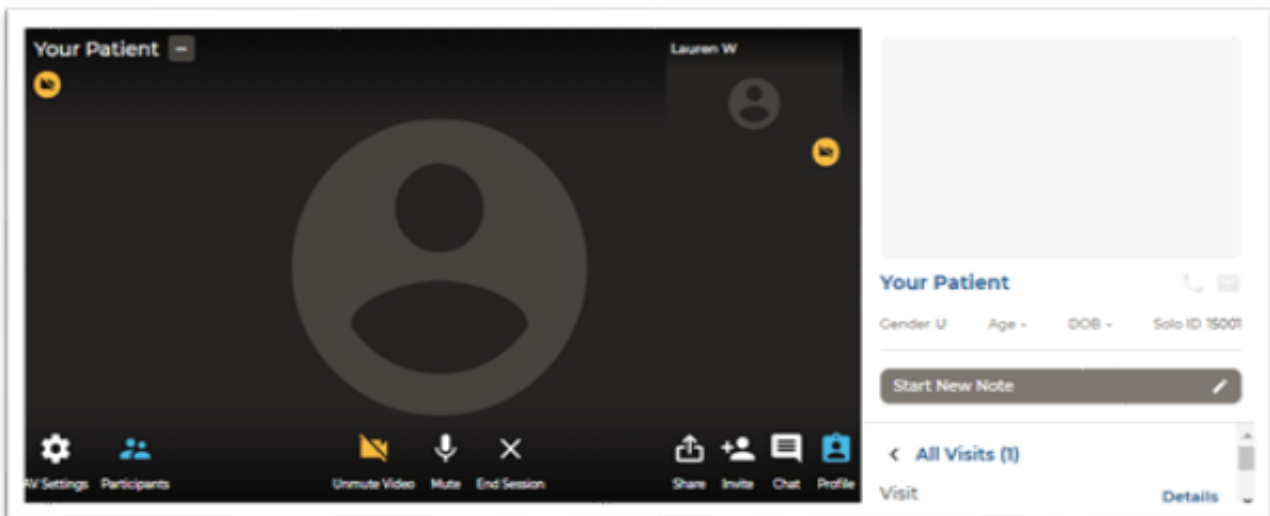
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You should not be connected to the video call. Below is a brief explanation of the icons you will see on your screen during the video call:



- 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

From iPhone:

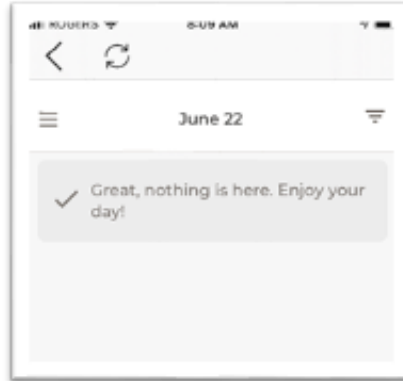
- When you login to the BC Virtual Visit app on iPhone, it will open to your **Queue**

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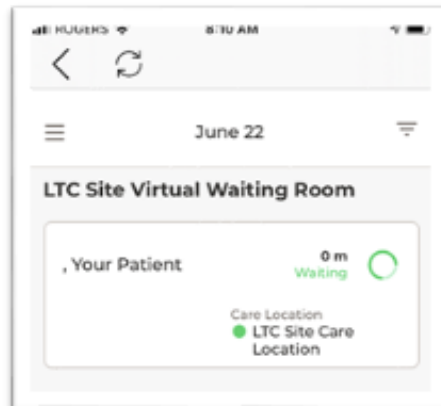
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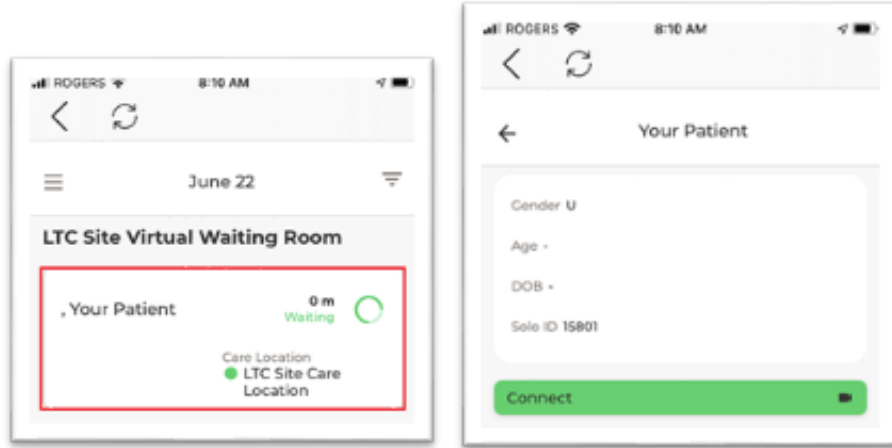
b) When the site connects your patient, you will see their name appear in the Queue as Waiting



c) Click on the appointment bar to open the patient details

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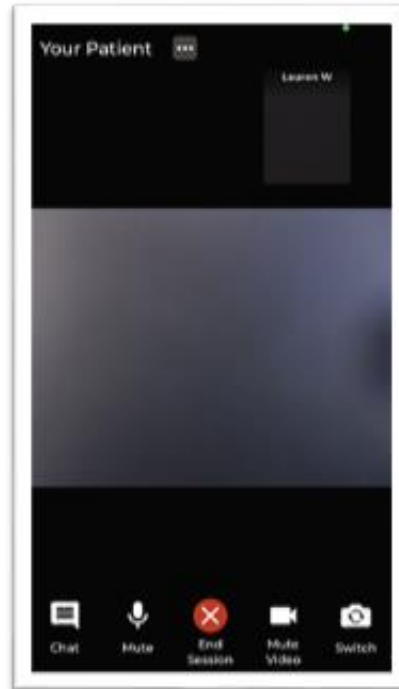
d) Click connect when you are ready to join the video visit



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:

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- Chat – chat message with other participants in the call
- Mute – turn off your audio
- End Session – Put patient on hold (Leave) or end call (End for All)
- Mute Video – turn off your video
- Switch – change your camera to front/back

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

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