

BC Virtual Visit: In-Call Functionality (*patient*)

Entering the Waiting Room

You will receive an appointment link by email or SMS text, which will contain additional details. Click **“Enter Waiting Room”** in the email or SMS text to join the virtual visit, examples of what this will look like is shown below.

You are scheduled for a virtual visit with your health care provider. If you have questions about your appointment, or to change your appointment, contact your health service provider or clinic directly. Do not reply to this email as it is not monitored.

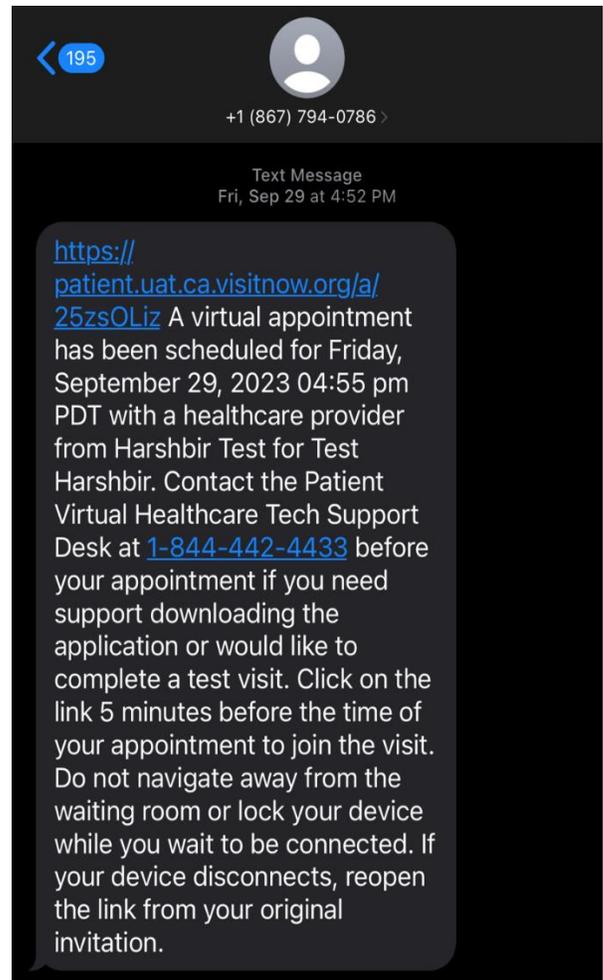
Important: Your virtual visit may require you to download our virtual care application. See the ‘Preparing for Your Virtual Visit’ information below *before* the time of your appointment.

At the Time of Your Visit

- Click the ‘Enter Waiting Room’ button below 5 minutes before your appointment. This will give you time to test your connection and get technical help if needed.
- Please have your BC Services Card, driver’s licence or your BC identity card with Personal Health Number (PHN) ready to confirm your identity.
- Your provider will join you when they are ready.
- Do not navigate away from the waiting room or lock your device while waiting to be connected, otherwise you may need to rejoin.

Your Appointment Details

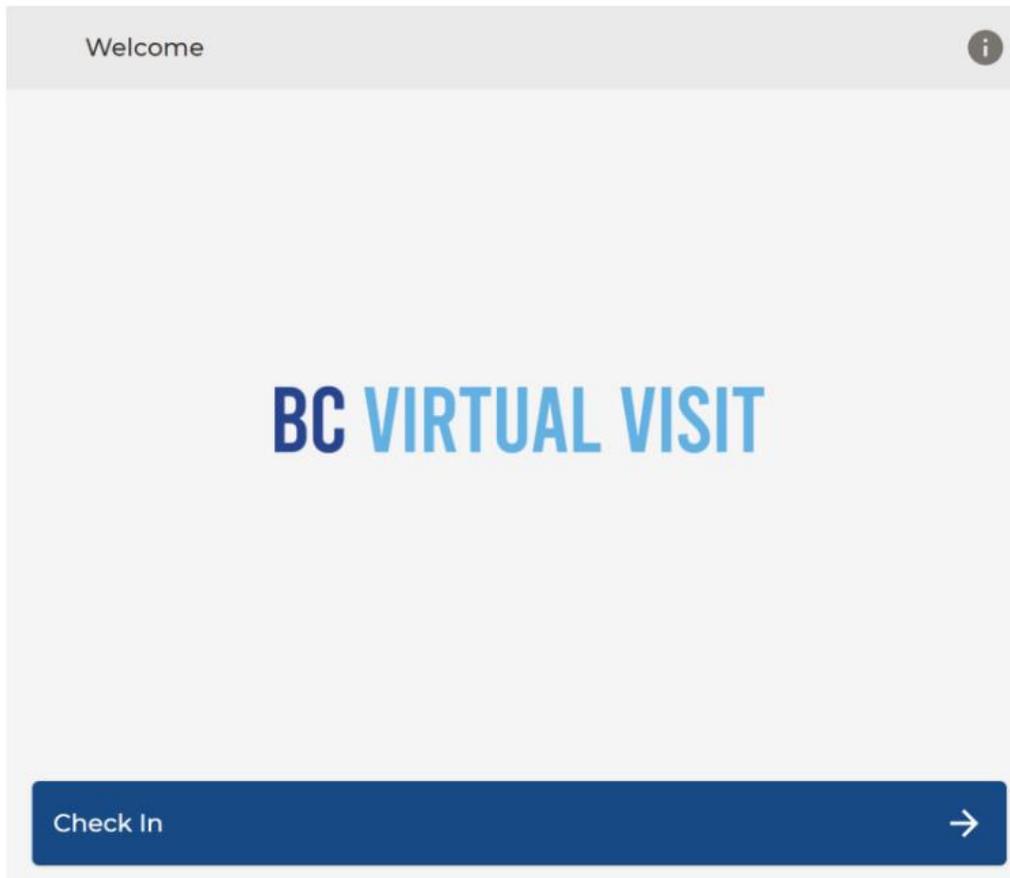
ENTER WAITING ROOM



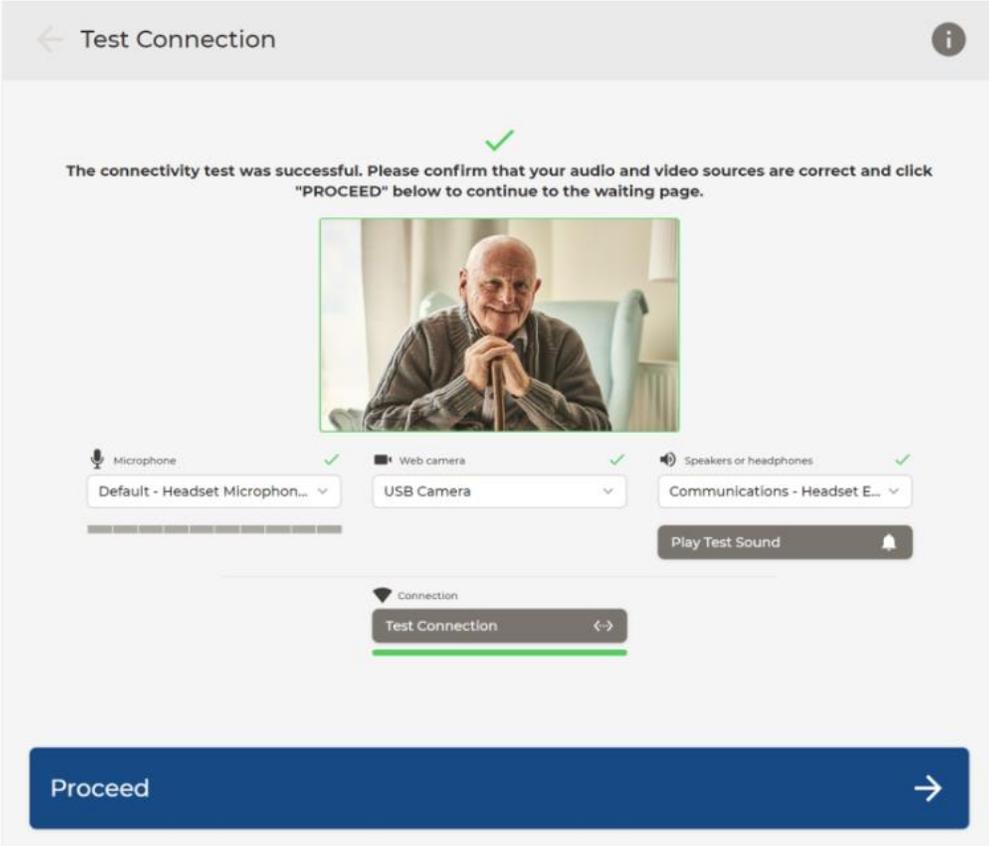
Note: Check your junk/spam folder if you don’t see the email.

BC Virtual Visit: In-Call Functionality (*patient*)

You will then be prompted to the BC Virtual Visit app or browser window where you can complete the check in and system check process.



BC Virtual Visit: In-Call Functionality (patient)



Once the system check is complete, click proceed and you will be sent to the waiting room to be connected to the healthcare provider.

BC Virtual Visit: In-Call Functionality (*patient*)

Hello! Welcome to the Virtual Waiting Room

Thanks for your patience! Your healthcare provider may be running a bit late.

By reaching this page, you have successfully joined the Virtual Waiting Room and are actively waiting. If your visit is about to start, **please do not click away from this window or lock your device.**

If you get disconnected, please click the appointment link again. If you are early, you are welcome to exit the waiting room now and return 5 minutes before your scheduled time.

For questions and concerns about your appointment, please contact your clinic directly.

If you need technical help with your device, please call the Patient Virtual Healthcare Tech Support Desk at 1-844-442-4433.

IMPORTANT: The BC Virtual Visit link you receive is meant for only you, please do not share this link. If you would like family members/support to attend the visit, please let your healthcare provider know.

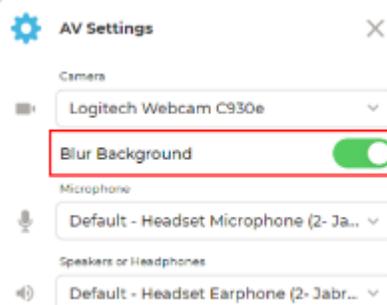
BC Virtual Visit: In-Call Functionality (*patient*)

In Call Functionality

Once you are connected to your healthcare provider, you will see the following screen, please note this is an example from a desktop computer, your display may vary slightly depending on the device you are using.



1. Hide/show participants small video window
2. Chat with participants on the call – this icon will flash blue when there are unread messages
3. Settings – allows you to check or change audio/video settings and blur the background



4. Mute/unmute your audio

BC Virtual Visit: In-Call Functionality (*patient*)

5. Switch your camera on/off
6. End call function (will ask you to confirm before ending)

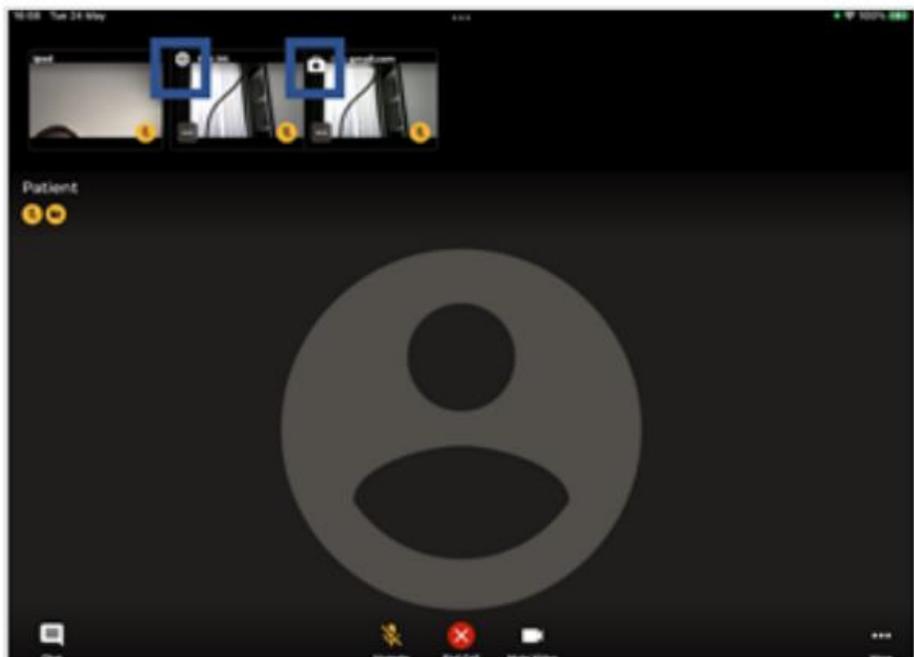


7. Clicking the 3 dots on your name/other thumbnails will provide you with the following options:
 - a. Fill Frame: This will fill your own screen in your video. To exit this, click the 3 dots again and you will see fit video, you can toggle between the two
 - b. Pin: Clicking this will ensure your video stays on the screen. You can pin a second participant (if multiple participants on a call) to view them side by side. You can click on the 3 dots again and select "Unpin", to exit this view



8. Clicking the 3 dots next to the healthcare providers name will provide you with the following options:
 - a. Fill Frame: This will zoom in on the healthcare providers video. To exit this, click on the 3 dots again and you will see fit video, you can toggle between the two
 - b. Pin: Clicking this will ensure your healthcare providers video stays on the screen. You can pin a second participant (if multiple participants on a call) to view them side by side. You can click the 3 dots again and "Unpin", to exit this view
9. This icon indicates the healthcare provider(s) on the call (doctor's bag). You may also see a globe icon, which will indicate who the interpreter is, if they have been asked to be on the call – see the image below.

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Technical Support and General Inquiries: For help with your connection, joining your appointment or finding your appointment email, please contact the Patient Virtual Healthcare Tech Support Desk at 1-844-442-4433, available Monday to Friday, 7am to 7pm.