

## Downloading the Provider App on an iPhone

Information for healthcare professionals

### Downloading the BC Virtual Visit Provider iPhone Application

**IMPORTANT:** You should use the **BC Virtual Visit Provider** app to connect to all of your appointments. If you are using a personal or unmanaged device please download the BC Virtual Visit Provider App from your app store. You may also download the patient app – ‘*BC Virtual Visit*’, this allows you to enter an appointment via SMS or email invitation as a guest or while helping a patient attend through your device.

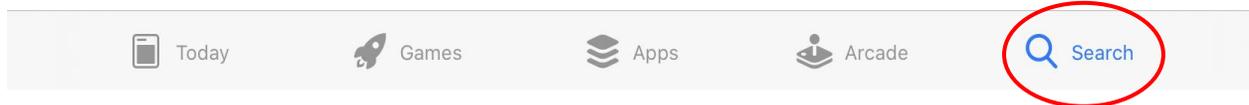
**NOTE:** Depending on your App Store settings, you may be prompted to enter a password, use Face ID or Touch ID to complete the download process. If you require assistance at this step, please refer to support documents on the Apple website as required: [Resetting Apple ID](#), [Touch ID](#), [Face ID](#).

**It is recommended that providers attend appointments on a computer or iPad, as iPhones have limited functionality due to it's smaller screen size.**

1. Tap on the **App Store** icon on your iPhone



2. Tap on **Search** at the bottom of your screen and type in “**BC Virtual Visit Provider**”. Ensure you select the app ending with provider and has the heart icon in the top right corner.



3. Tap on the **download** icon to start the download process



**BC Virtual Visit Provider**  
Medical



4. Repeat steps 1-3 to download the Patient application for BC Virtual Visit. This time type in “**BC Virtual Visit.**”

5. After downloading both applications, you will see the **BC Virtual Visit Provider** and **BC Virtual Visit Patient app** icons on your Home Screen.



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## Logging into the BCVirtual Visit Provider iPhone Application

**Note:** If you **do not** have the app installed and attempt to access BC Virtual Visit via Safari or another browser, you will see the following prompt. Please follow the steps above to download the app. If you do have the app and accidentally try to access BC Virtual Visit from a browser, you may tap on **Open app** to be redirected into the app.

To continue with this device, you are required to download our free app from the app store.

Download app

Open app

### Always use the BC Virtual Visit Provider app to login and attend your appointments

1. After downloading the app, tap on the **BC Virtual Visit Provider** app icon from the home screen.



2. You are required to type in your practice’s URL the first time you open this app. Enter the Health Authority or Health Organisation specific URL.

**Note:** If you have used the app before on this device, URLs you have accessed previously will be shown in a dropdown list.

3. Tap on **Sign In** after confirming you have entered the correct URL.

**Note:** You are not required to enter the URL each time you access the app. It will remember the URL you have previously entered as shown in the second image. You may tap on the URL directly to access your login screen.

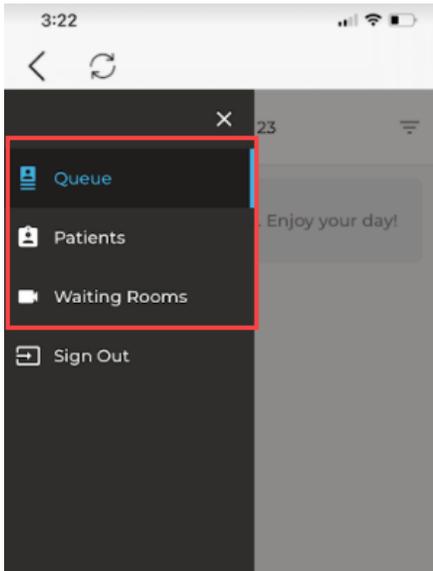


4. You will now see the login screen, please enter your credentials to sign in.

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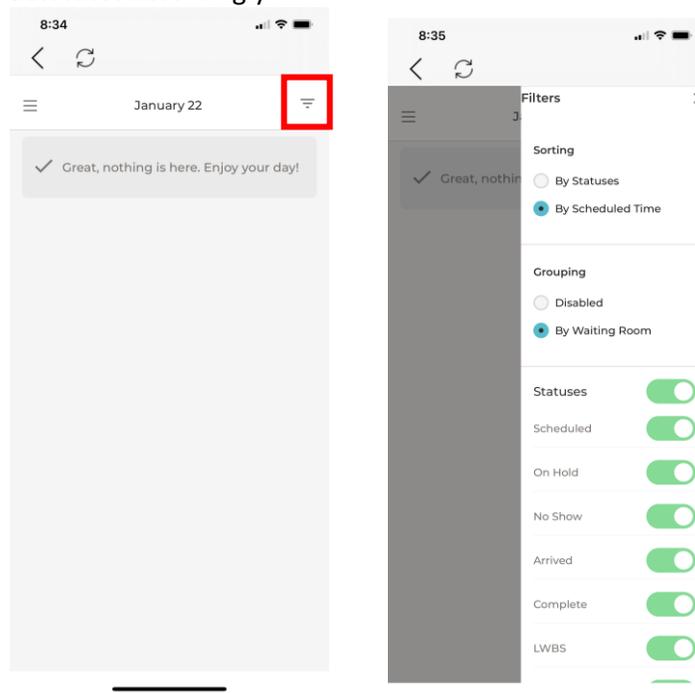
## Understanding the Queue, Patients and Waiting Rooms - iPhone



### Queue

Displays all your appointments for the day.

Ensure the Queue is configured to show your desired appointments by tapping the **Queue Filter** button to open the side panel and select the statuses accordingly.

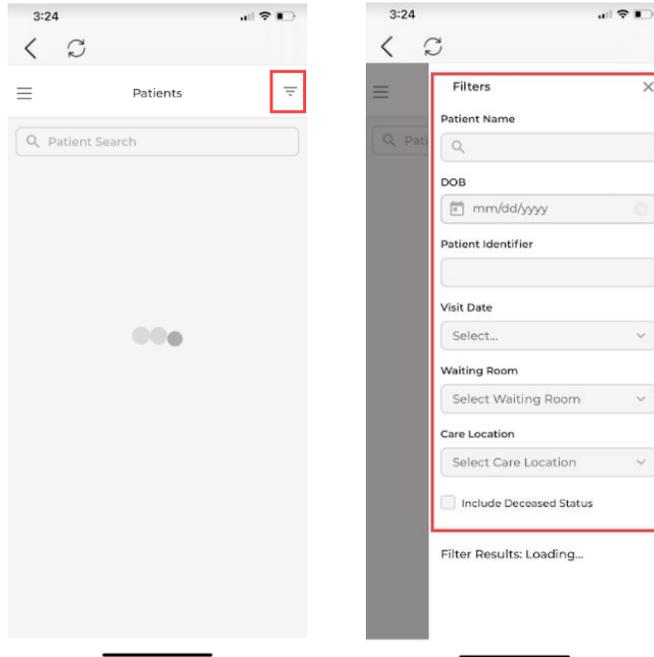


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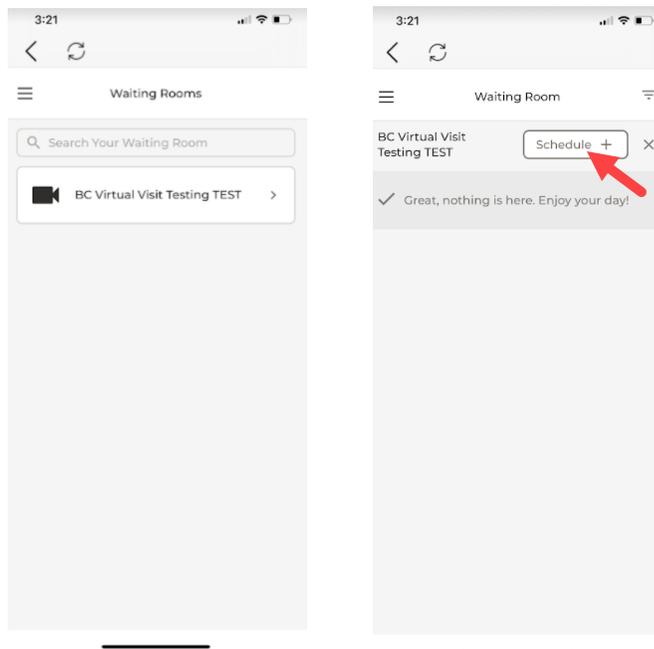
## Patients

Allows you to view and search for all patients registered in the system. Tapping the Patients Filter button allows you to search by a specific patient identifier, such as their name, date or birth or PHN.



## Waiting Rooms

Displays all waiting rooms you have access to, and allows you to join and schedule appointments.



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## Starting an Appointment - iPhone

**Step 1:** Select a scheduled appointment from in your Queue by clicking anywhere on the appointment bar

**Step 2:** Verify you are connecting with the correct patient by double-checking patient *name*, *DOB*, *gender* and *PHN*.

Tap **Connect** when you are ready

