

BC Virtual Visit: In-Call Functionality

Information for healthcare professionals

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.

In Call Functionality – Desktop Computer

Once connected to the call through the BCVV app on a desktop computer, you will be able to perform the following functions:

1. Audio/Video settings
2. Participant thumbnails
3. Turn video on/off
4. Mute/unmute mic
5. Leave or end call
6. Screenshot
7. Invite additional participants
8. Chat within the call
9. Patient profile
10. More options

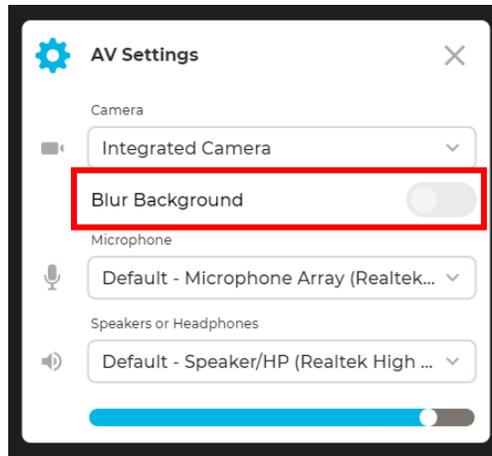


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1. Audio/Video settings

Clicking on the audio/video settings allows you to view camera, microphone and speaker settings. It also allows you to turn on the blur background filter for yourself, by selecting the toggle.



2. Participant thumbnails

This hides/unhides your own video thumbnail and other thumbnails on the call that are not the main display.

3. Turn video on/off

This turns your camera on/off. When the camera is off you will see a yellow icon on screen



4. Mute/unmute

This turns your microphone on/off. When muted you will see a yellow icon on screen

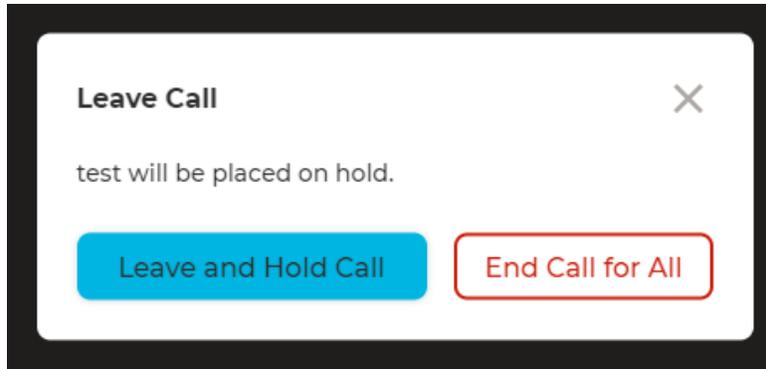


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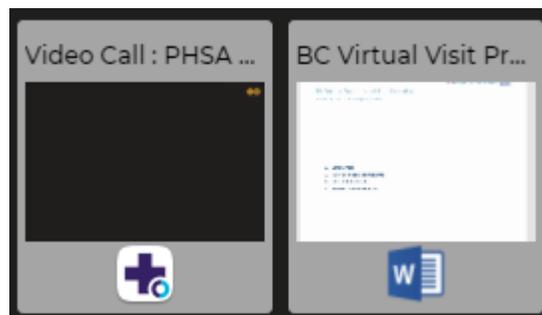
5. Leave or end call

Clicking on end session will give you the option to either end the call completely, by selecting the red box, or place the call on hold, by selecting the blue box.



6. Screenshare

The screen sharing option allows you to select a specific app/screen you might need to share.



Note: You can share your device audio with others over the provider web application. This may be helpful if you are sharing a video that contains audio. Ensure you select the *Share system audio* checkbox at the time of sharing

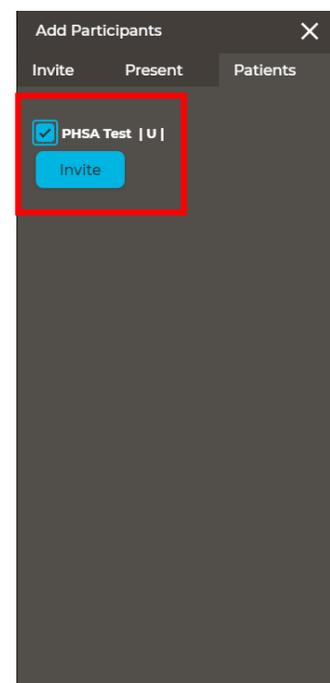
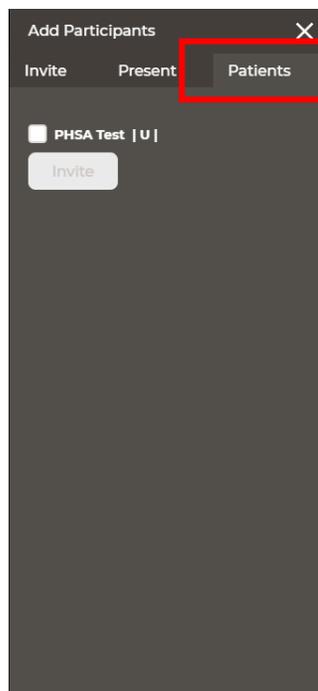
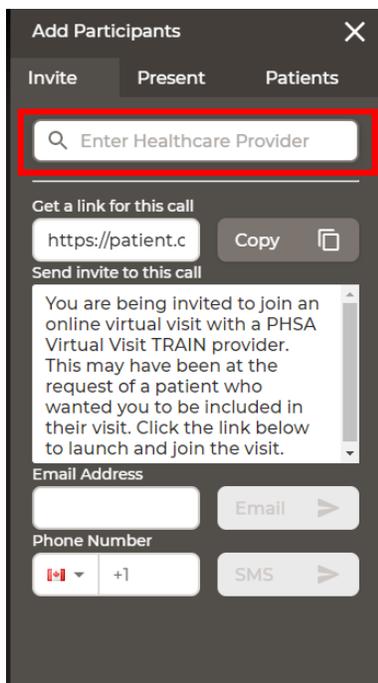
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7. Invite additional participants

Whilst on the call, you can invite additional providers or patients as appropriate. If you want to invite another provider, select the invite icon and then start typing the providers name into the “Enter Healthcare Provider” field. Only those providers who have access to BCVV can be invited. The provider that is invited will receive a prompt, which they will have to confirm before being added to the call. It is therefore recommended they have notifications turned on.

To invite a patient, select the patient tab after selecting the invite icon. You may then select the correct patient from those who are waiting and invite them into the call. Ensure you select the correct patient to join, as you will see a list of **all** patients that are currently waiting in the waiting room.



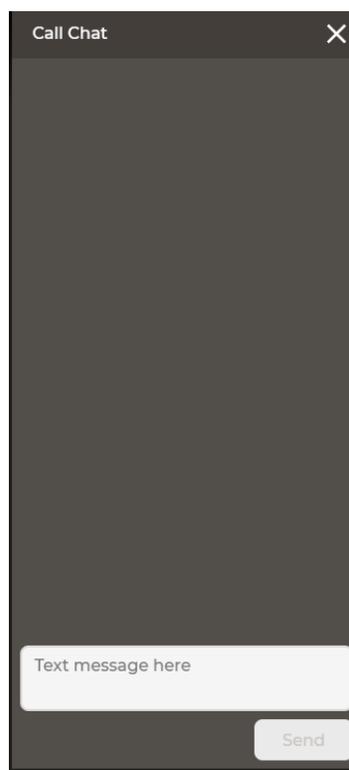
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8. Chat within the call

You can chat to patients and others on the call. The icon will flash when you have unread messages.

Note: The chat can be seen by everyone on the call, you are unable to send private messages, i.e a message to only one participant.

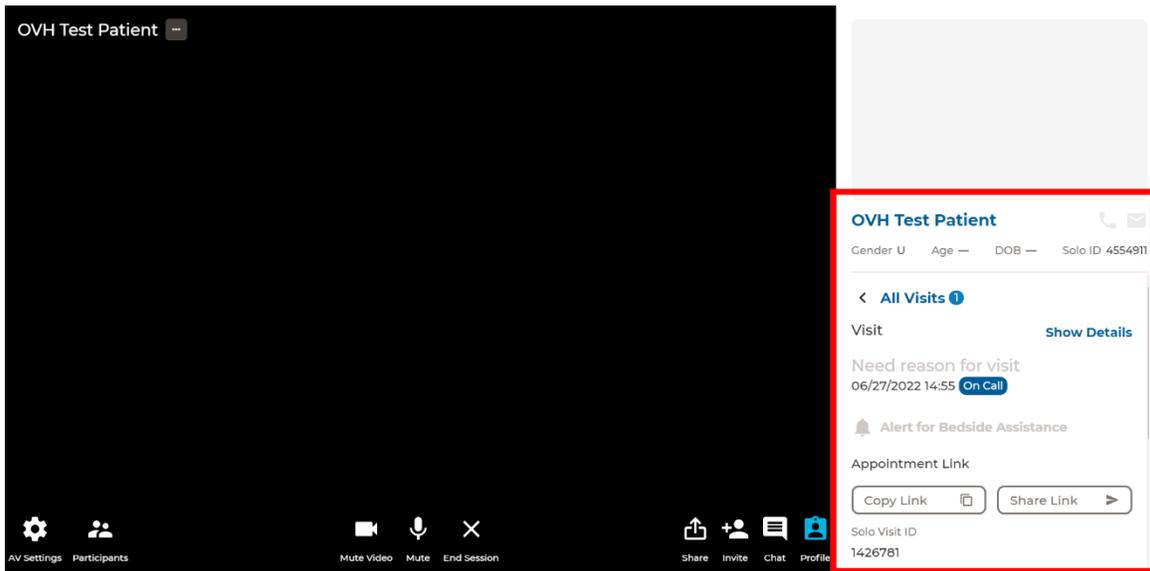


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9. Patient Profile

By clicking on the patient profile, you will be able to see additional details about the patient that are registered in the system.

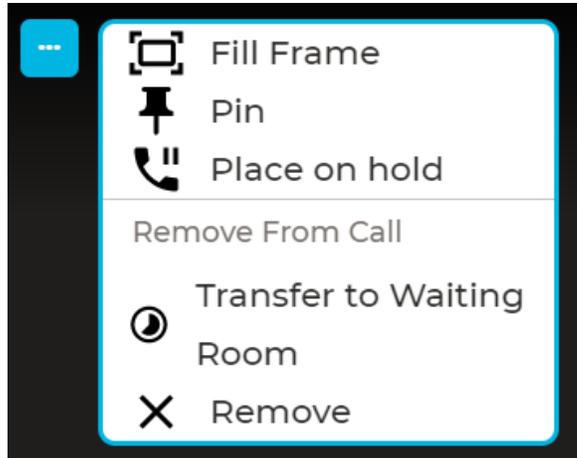


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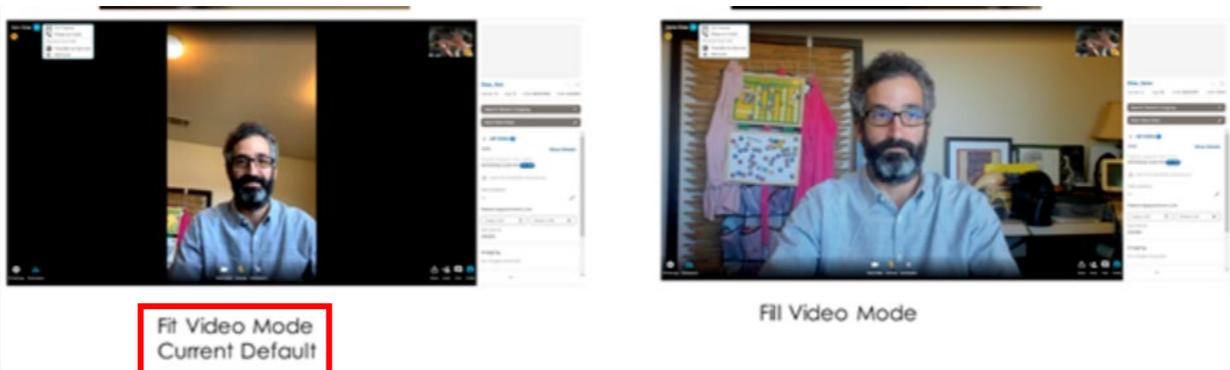
10. More options

Clicking the 3 dots next to the patient name, you have the following options:



Fill/Fit frame

Toggle between fit/fill frame, which changes the size of the patients video feed to fit the size of your screen. The default setting is set to fit, as seen in the image on the left below.

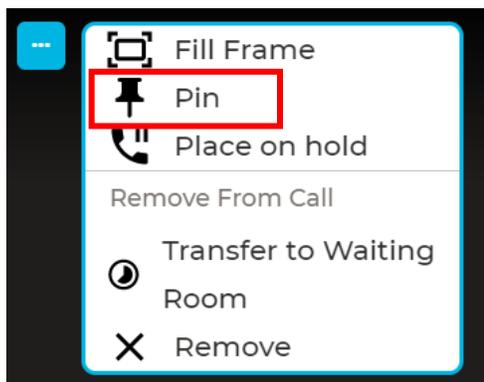


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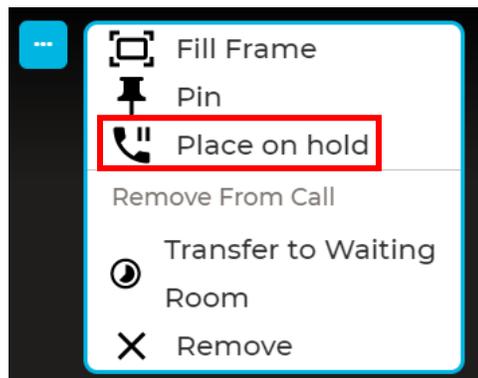
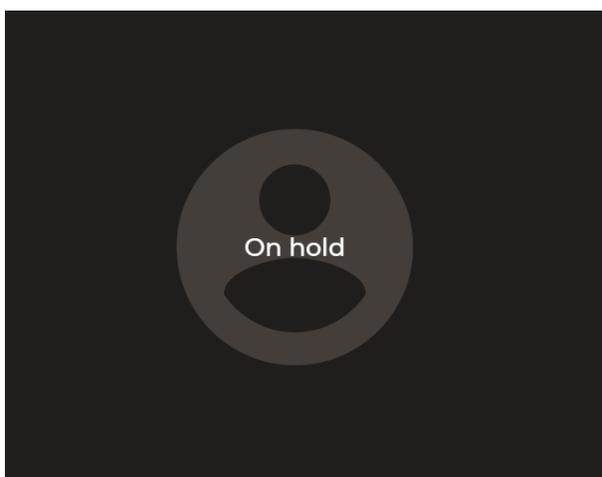
Pin

If you have multiple participants on a call, for example an additional provider or interpreter, you can click on pin for the participant(s). This will allow them to always be displayed on screen or side by side if you pin more than one person. You can select unpin to exit this view



Place on hold

This puts the patient’s call on hold in case you need to step away, attend to other business or speak to another participant that is on the call privately. You may then resume the call when you are ready to, by selecting resume call, which will show instead of place on hold.



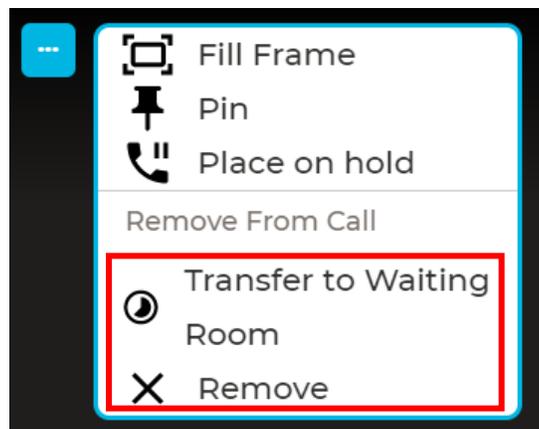
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Transfer patient to Waiting Room/Remove

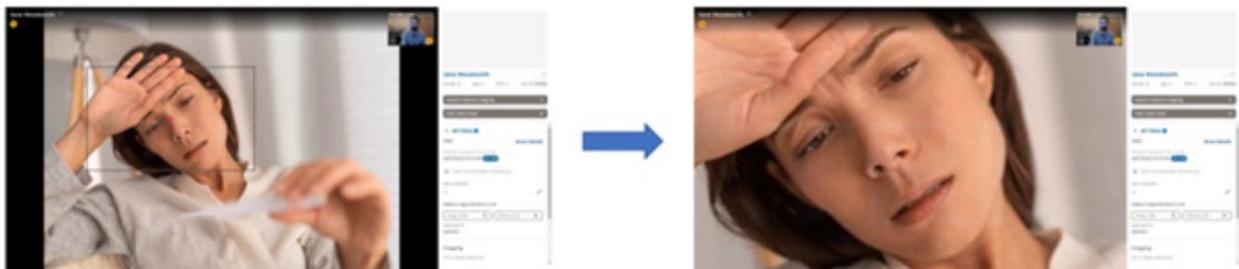
This function is useful when you are on a call but would like another provider to speak to the patient separately, or if you have multiple participants on the call. You may transfer the patient to the waiting room, which will keep the call active for them allowing another provider to connect with them.

If you click Remove, this will end and “complete” the call for the patient.



Zoom In Feature

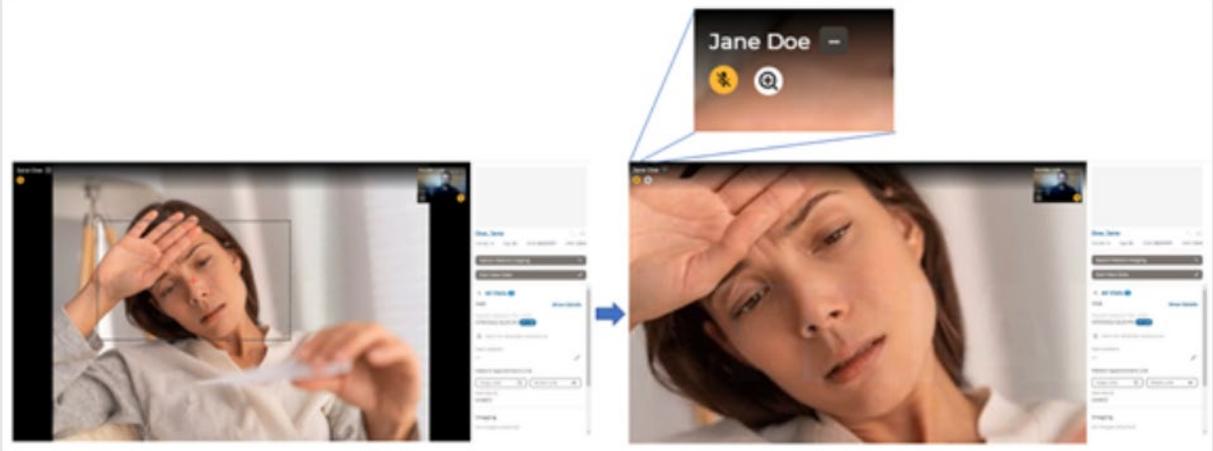
This is an additional feature that can be used anytime (*you do not have to click the 3 dots*), where you can zoom into the patient’s video by scrolling on your mouse, or by clicking, holding and dragging the box that appears on screen.



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When you zoom into the screen, a notification will be displayed near the patients name.

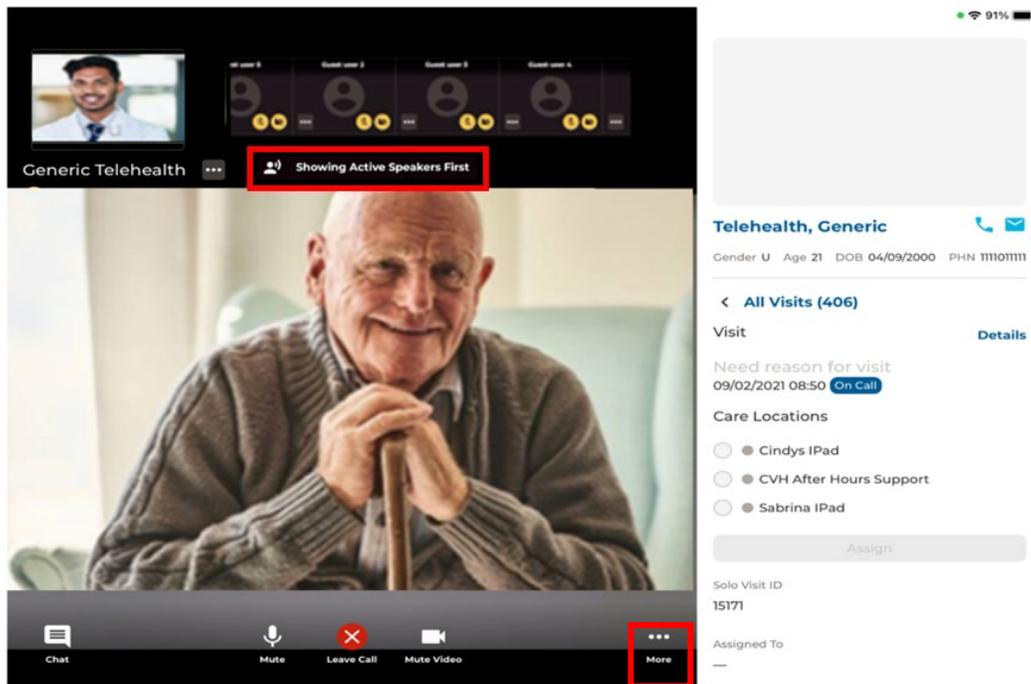


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In Call Functionality - iPad

Once connected to the call, the **show active speakers first** feature is enabled by default, allowing you to view those who are speaking or have spoken recently. It is disabled when you scroll through the video thumbnails on the top of the screen. Tapping on the  icon re-enables it.



You also have the option to have the video **fill to frame**. This is not enabled by default, and will need to be manually adjusted each video visit. This feature can be accessed by tapping the **3 dots** icon next to the participant's name and then selecting Fit/Fill Frame.

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Feature Disabled



Feature Enabled

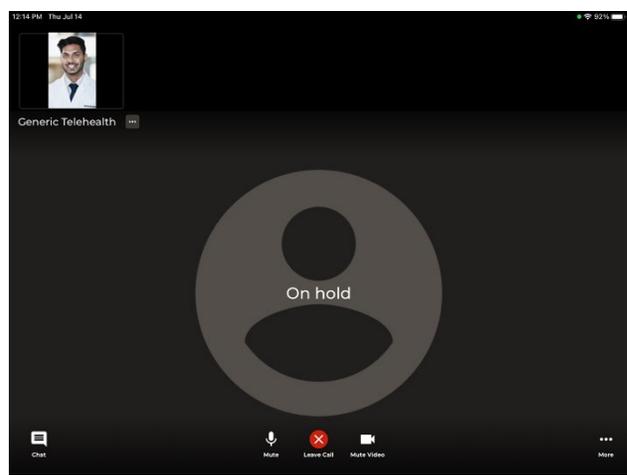


Another feature available by clicking on the three dots lets you **place the client and/or a guest on hold**. This allows you to have a brief private conversation without them on the call. When you're ready to bring the participant(s) back to the call, simply click the 3 dots again and select **Resume call**. This supports an improved workflow as you do not need to navigate back to the waiting room to reconnect with the patient.

Feature Disabled



Feature Enabled



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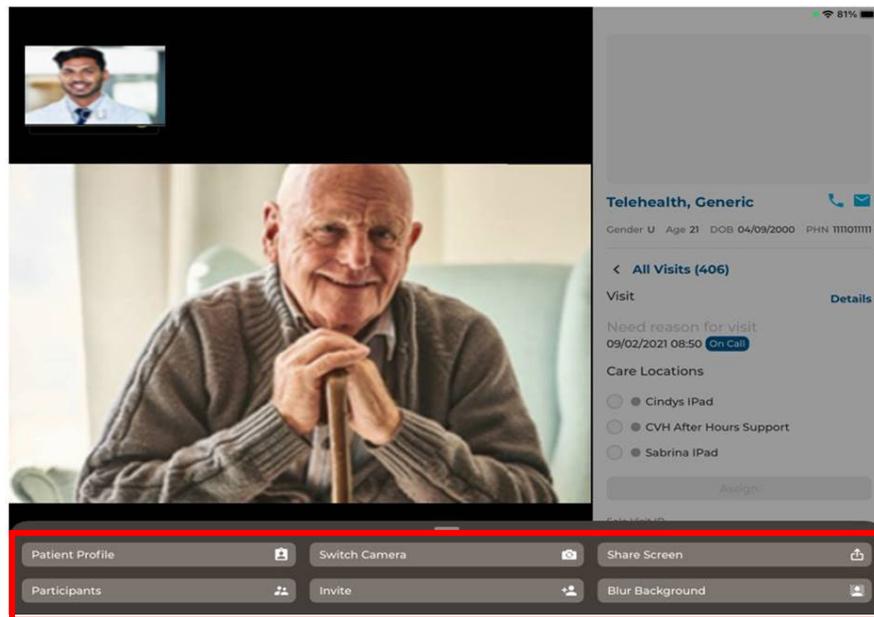
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Within the call, providers are able to access more functionalities by clicking the **More** icon. Below is a list of functionalities that are included in the **More** icon:



- Hide and unhide Patient’s Profile
- Switching between front and back camera
- Screen sharing
- Hide and unhide the small video windows at the top of the screen
- Invite additional participants such as guest providers or family members
- Blurring the background in your video

NOTE: The blur background feature is currently only available for Apple devices within the last 3 years. If you are using an older device model, you may not be able to see this blur background option in the call.



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Screen Sharing

To share your screen during the appointment, click the **Share Screen** option under the **More** icon. Please note that this feature will only share content within the app, and cannot share anything outside of the app. (i.e. other applications on your iPad, or the home screen on your iPad)



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 **Invite** option under the **More** icon.



Step 2: On the Invite tab perform one or more of the following as needed:

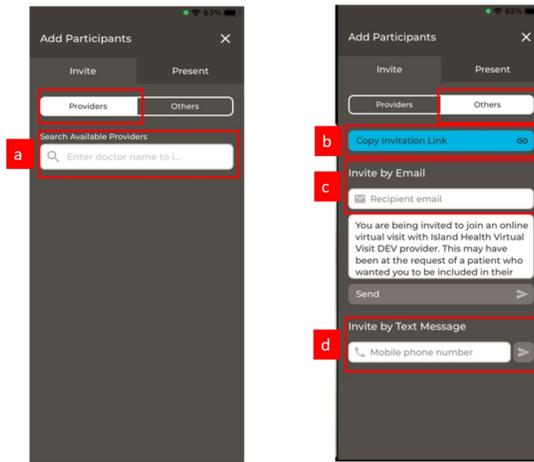
- a. Invite another BC Virtual Visit practitioner using the Providers field.

Tap on **Others** to:

- b. Copy the URL and share as needed.
- c. Enter the invitee’s email, then tap on the arrow at the end to send
- d. Enter the invitee’s phone number, then tap on the arrow at the end to send

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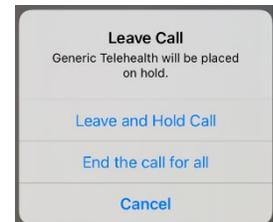
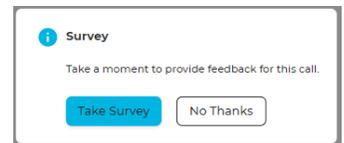
Leaving a Call

Step 1: Tap the **Leave call** button at the bottom of the video screen.



Step 2: In the window that appears:

- Tapping **END THE CALL FOR ALL** will end the call for all participants and provider will receive a prompt to take a survey
- Tapping **LEAVE AND HOLD CALL** will remove yourself from the call and place the patient back in the waiting room with an 'on hold' status.

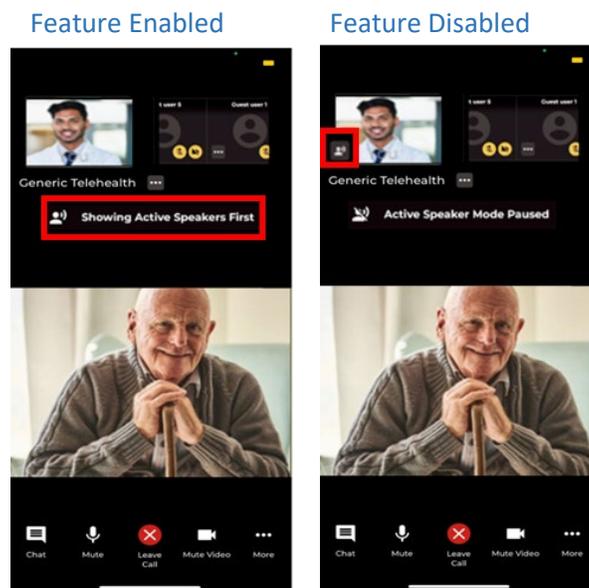


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In Call Functionality - iPhone

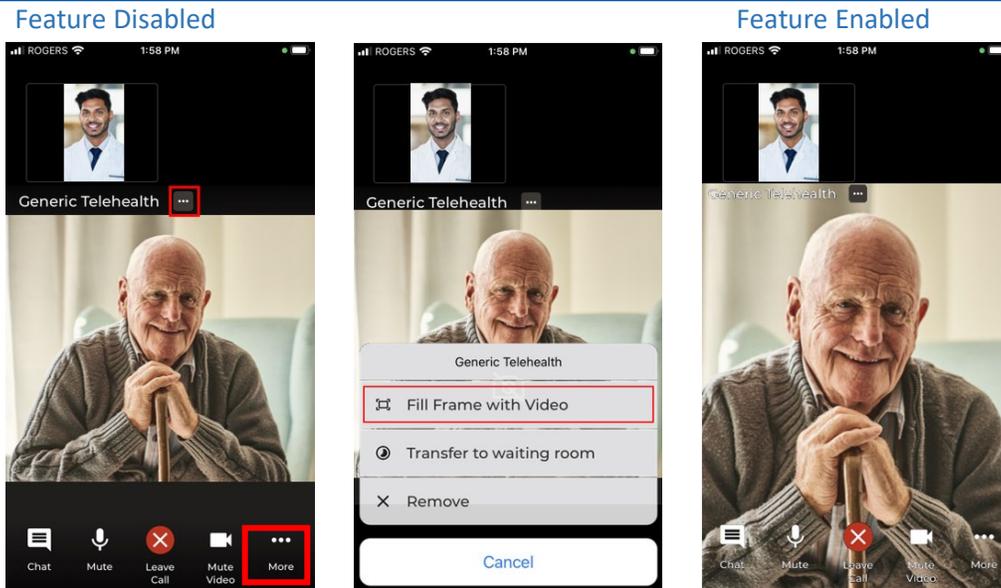
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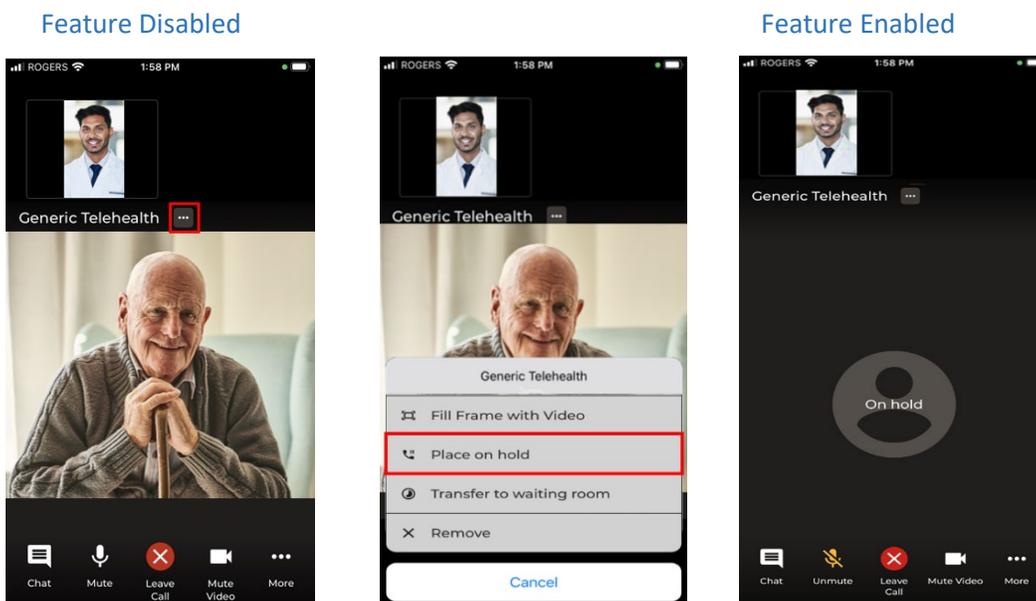
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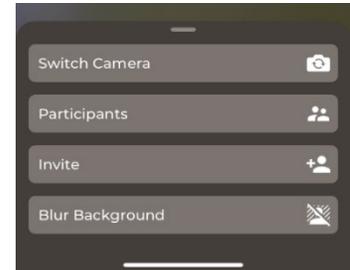


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