

# BC Virtual Visit: In-Call Functionality

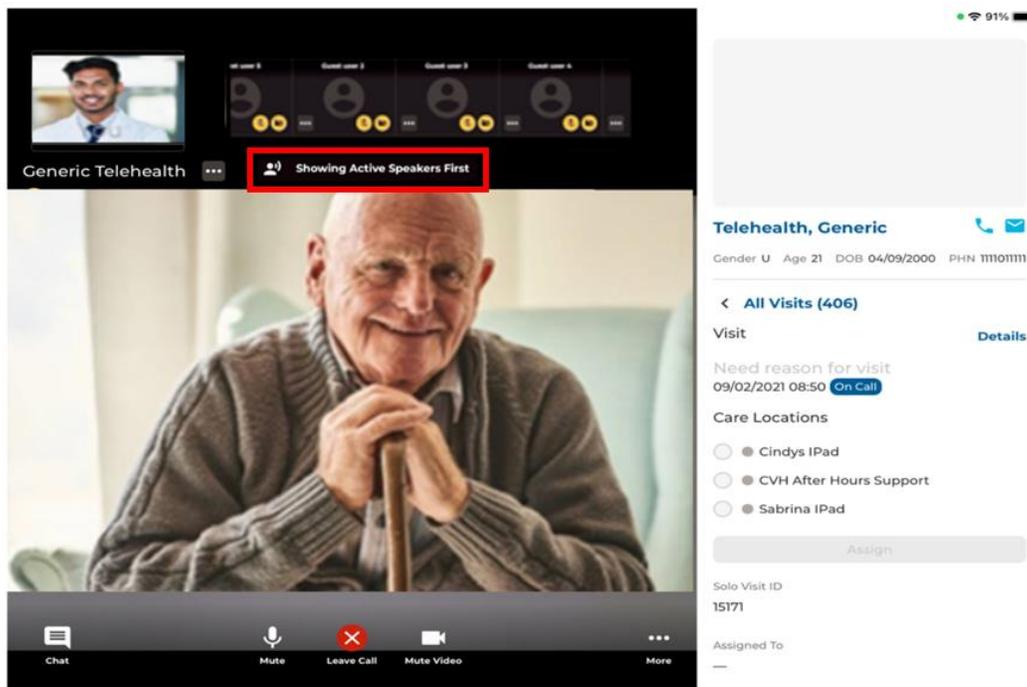
Information for healthcare professionals

**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 - iPad

### Active Speaker

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.

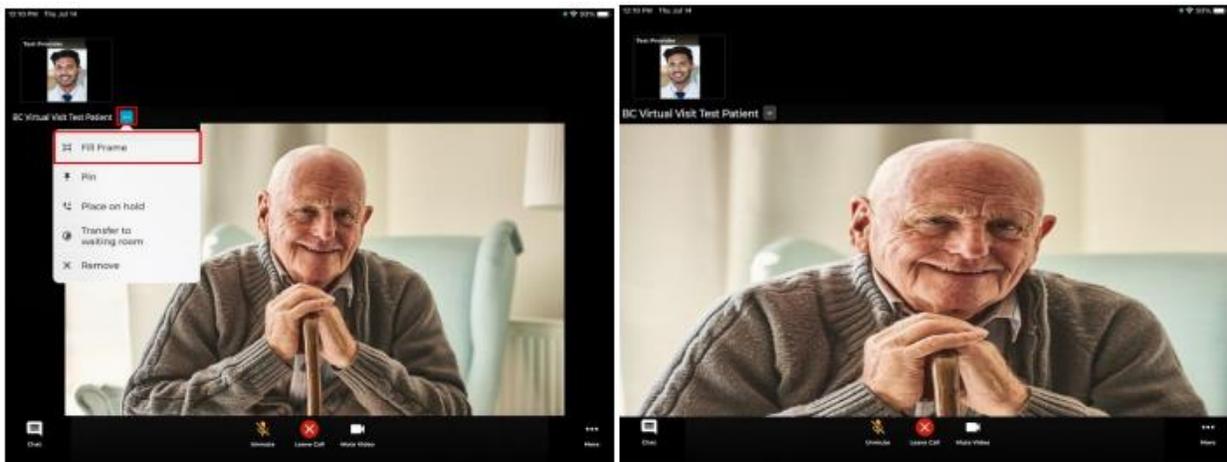


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### Fit/Fill Frame

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 in 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**.



### Pinning

You are now able to pin up to two participant's videos side by side such as two patients, a patient and a guest or patient and another provider, to view them both at the same time. You are unable to pin yourself. To enable this feature, click the **3 dots** on the participant's video and select **pin**. You may unpin them by clicking the 3 dots again and selecting **unpin**.

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Feature Disabled

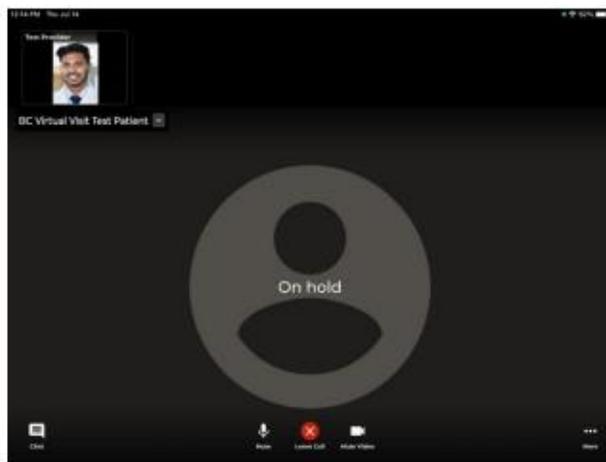


Feature Enabled (Pinned both Participants)



## Placing Call on Hold

Another feature available by clicking on the 3 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 are 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. While the patient is on hold, they will see the image on the right below.



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### Transfer Patient to Waiting Room

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.

### Remove

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

### Additional Features

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:

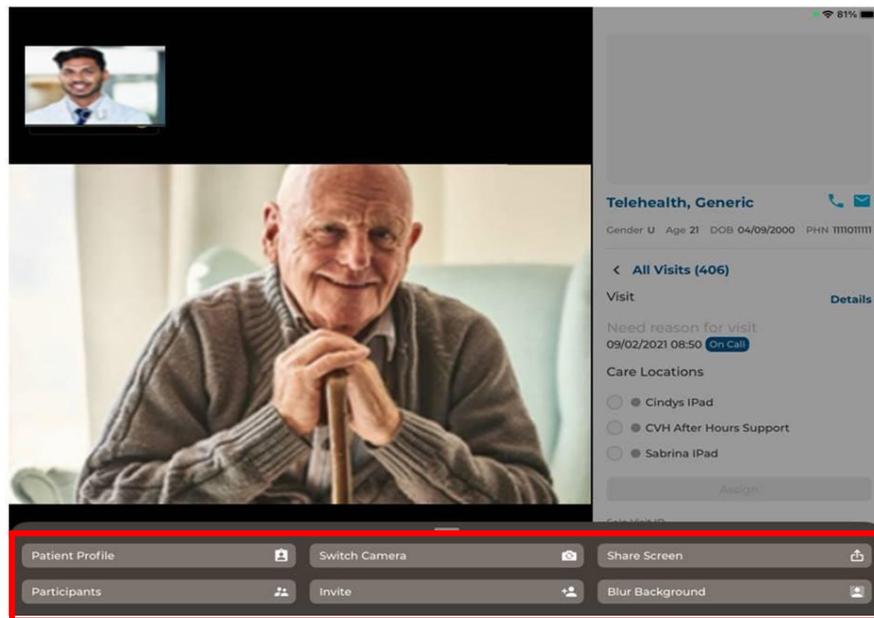


- Hide and unhide Patient’s Profile
- Switching between front and back camera
- Screen sharing
- Hide and unhide the small video windows at the top of the screen
- Invite additional participants such as guest providers or family members
- Blurring the background in your video

**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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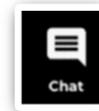
## Screen Sharing

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.

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## Adding Additional Participants – During an Appointment

**Step 1:** While the session is active, click **Invite** option under the **More** icon.



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

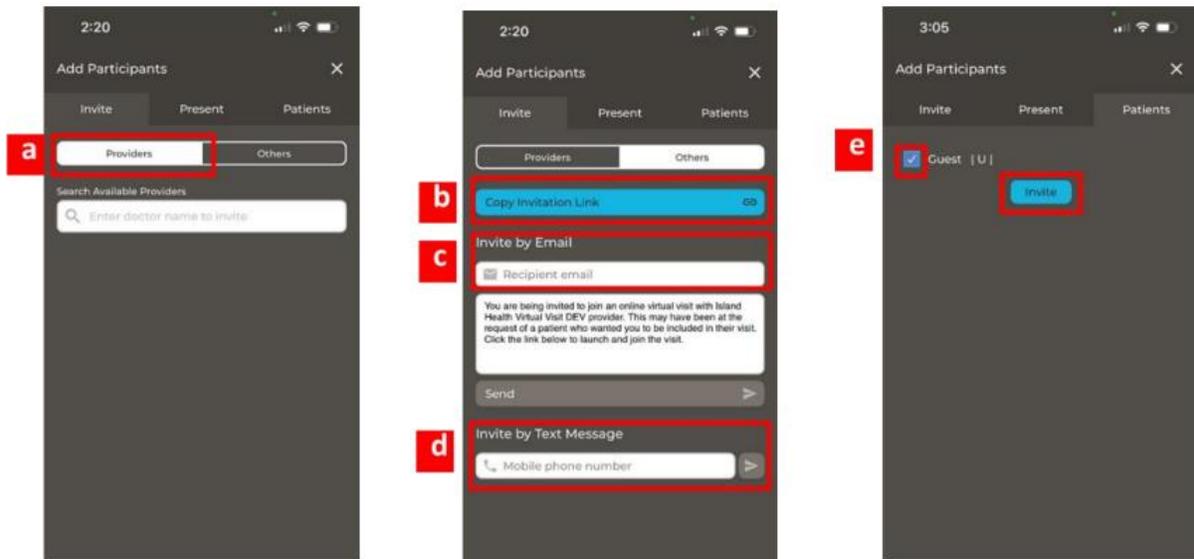
- a. Invite another BC Virtual Visit practitioner using the Providers field.

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
- e. Tap on patients to add an additional patient or guest to the call. The patient or guest must be in the waiting room for them to be added to the call.

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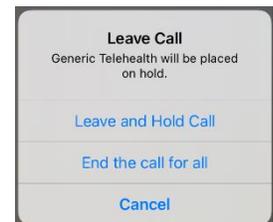
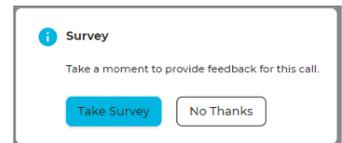
## Leaving a Call

**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, and will receive a prompt to take a survey, if there is one.
- 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.



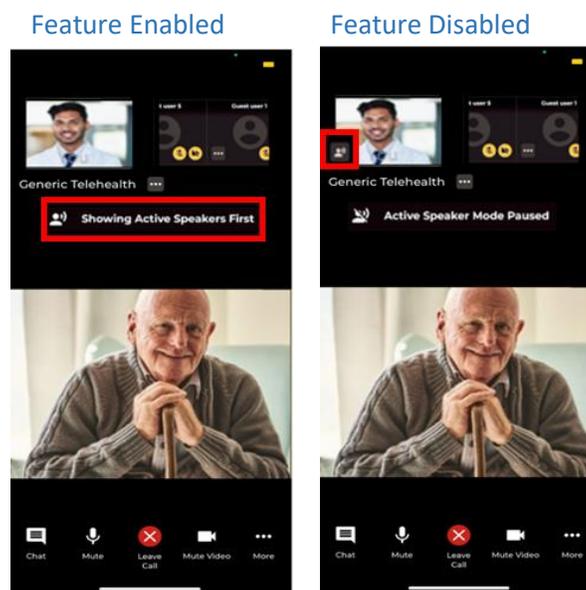
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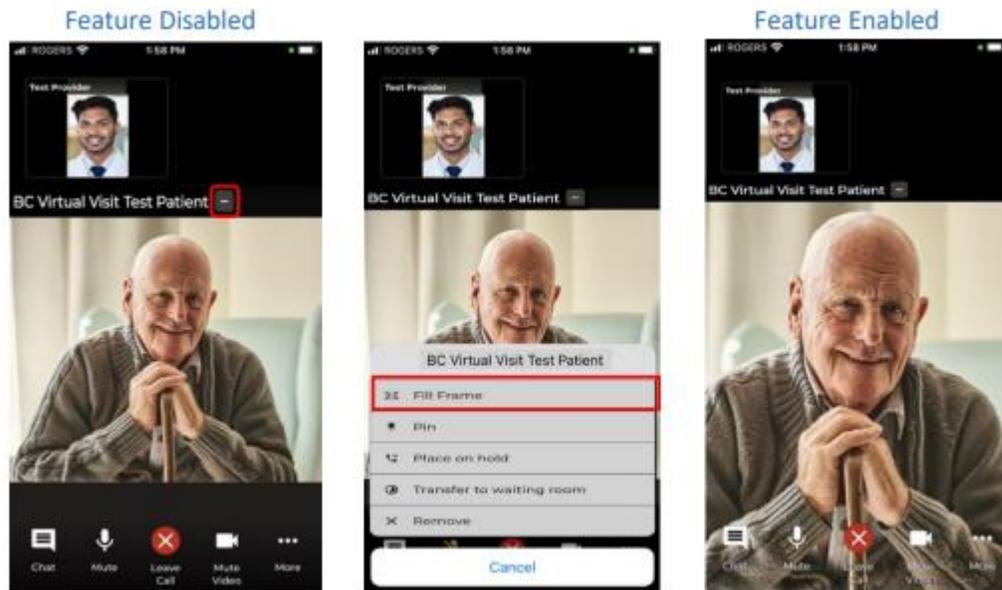


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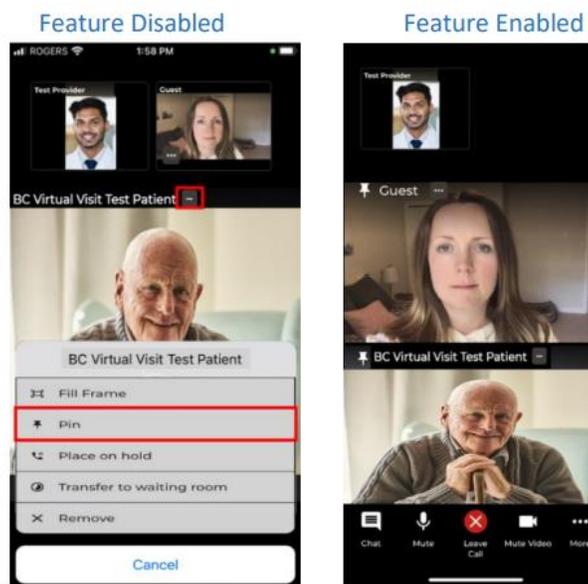
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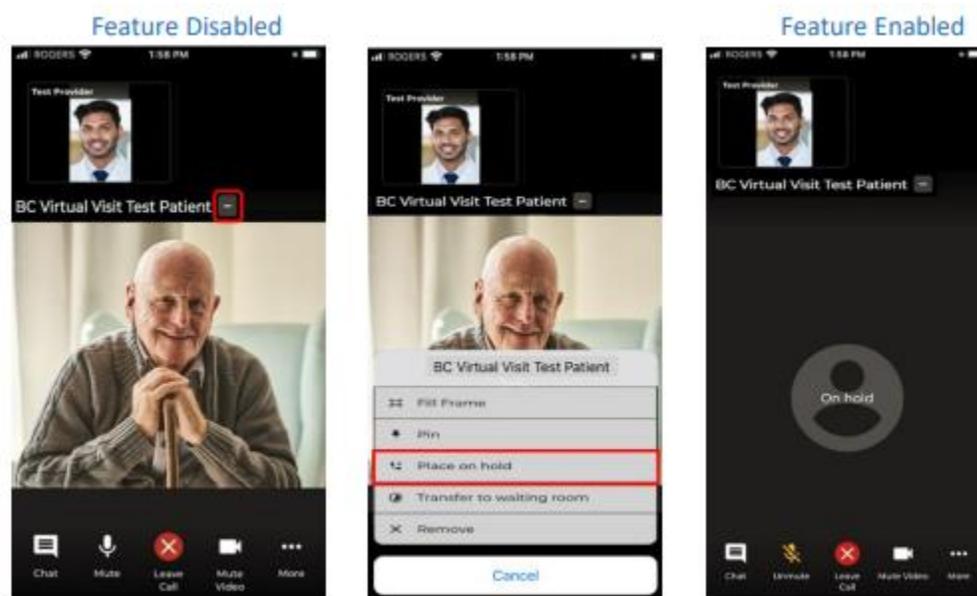


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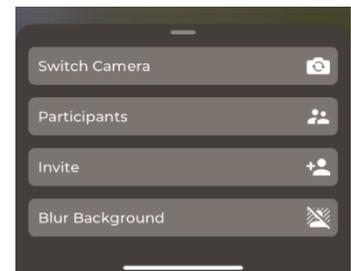
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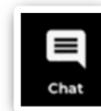
- Switching between front and back camera
- Hide and unhide the small video windows at the top of the screen
- Invite additional participants such as guest providers or family members
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**Step 2:** On the Invite tab perform one or more of the following as needed:

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

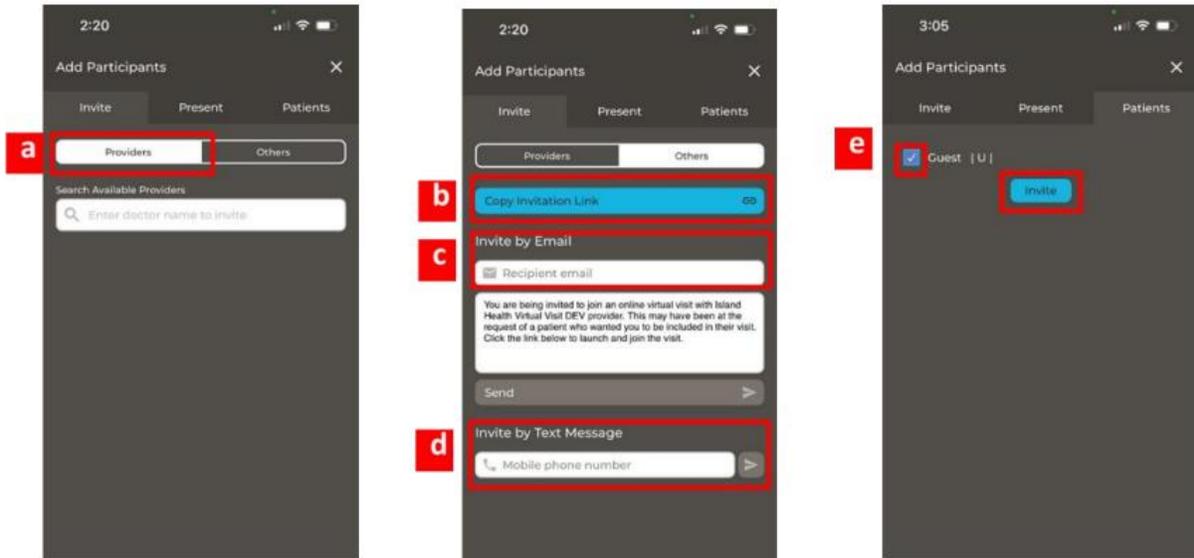
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- Copy the URL and share as needed.
- Enter the invitee's email, then tap on the arrow at the end to send

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- d. Enter the invitee’s phone number, then tap on the arrow at the end to send
- e. Tap on patients to add an additional patient or guest to the call. The patient or guest must be in the waiting room for them to be added to the call.



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