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. Screenshare
7. Invite additional participants
8. Chat within the call
9. Patient profile
10. More options
11. Provider viewing options

Technical Support: Contact the BC Service Desk (NTT) via the appropriate phone number, or email address, for your Health Authority

Updated: 7 March 2023

BC Virtual Visit: In-Call Functionality

Information for healthcare professionals

---

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. Active speaker focus ensures that the participant speaking is shown on the main video screen.
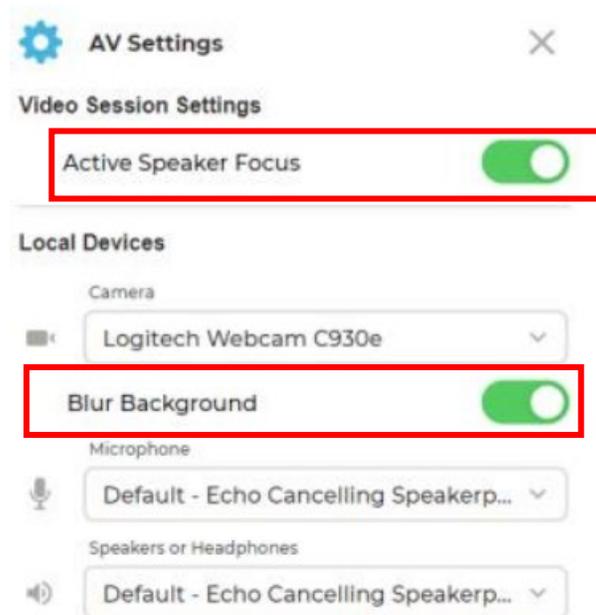
2. Participant thumbnails

This hides/unhides your own video thumbnail and other thumbnails on the call that are not the main display. The icon also indicates the number of participants on the call.

Technical Support: Contact the BC Service Desk (NTT) via the appropriate phone number, or email address, for your Health Authority

Updated: 7 March 2023

BC Virtual Visit: In-Call Functionality
Information for healthcare professionals

3. Turn video on/off

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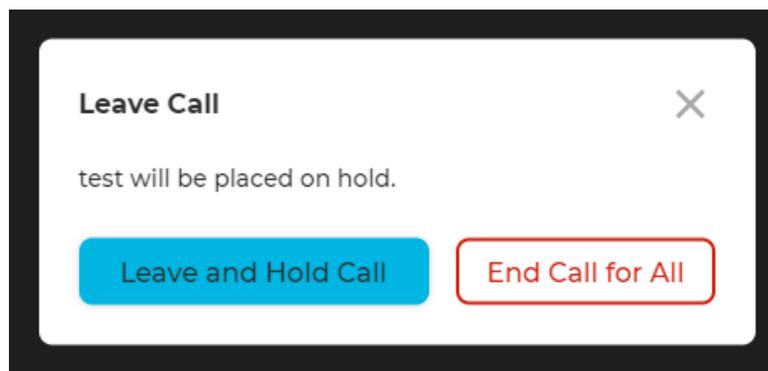

4. Mute/unmute

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

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.
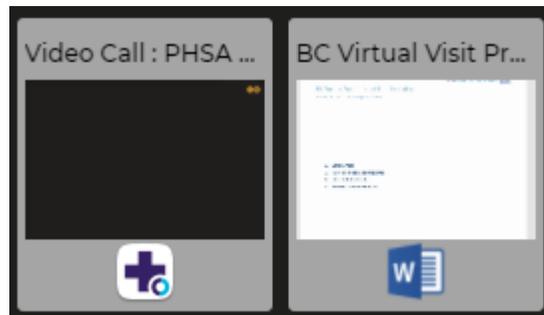

6. Screenshare

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

Technical Support: Contact the BC Service Desk (NTT) via the appropriate phone number, or email address, for your Health Authority

Updated: 7 March 2023

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
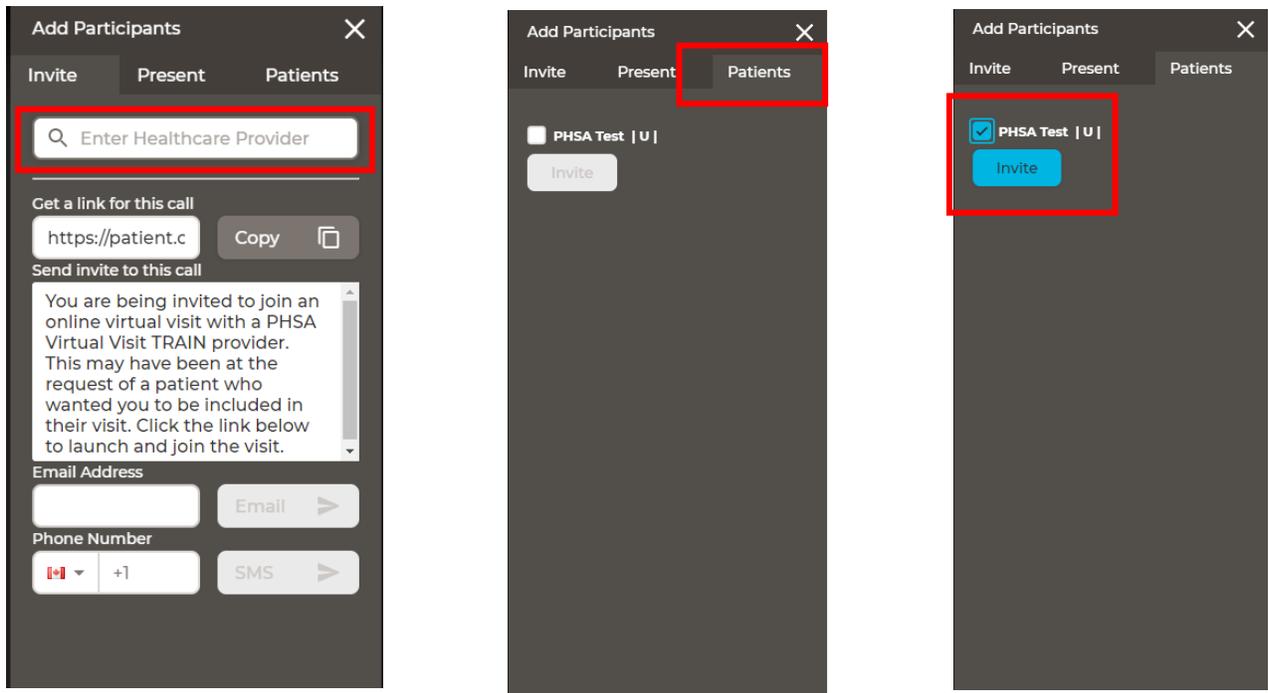
7. Invite additional participants

Whilst on the call, you can invite additional providers, patients or guests 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 or guest, select the patient tab after selecting the invite icon. You may then select the correct patient or guest from those who are waiting and invite them into the call. A patient/guest needs to be in the waiting room in order to be selected and join the call. Ensure you select the correct patient/guest to join, as you will see a list of **all** patients/guests that are currently in the waiting room.

Technical Support: Contact the BC Service Desk (NTT) via the appropriate phone number, or email address, for your Health Authority

Updated: 7 March 2023

BC Virtual Visit: In-Call Functionality

Information for healthcare professionals

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.

Technical Support: Contact the BC Service Desk (NTT) via the appropriate phone number, or email address, for your Health Authority
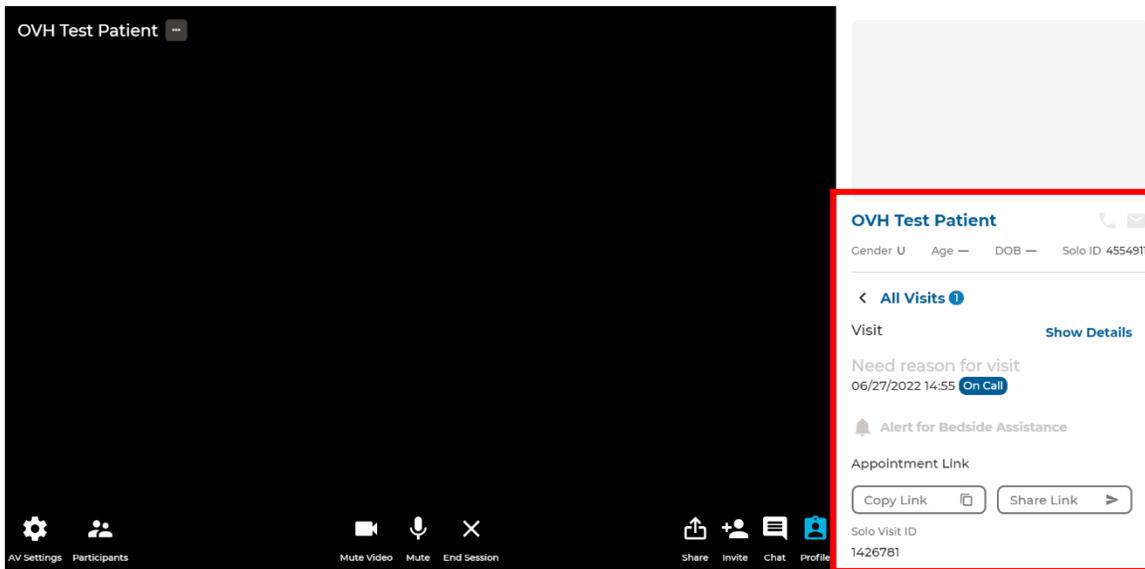
Updated: 7 March 2023

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.
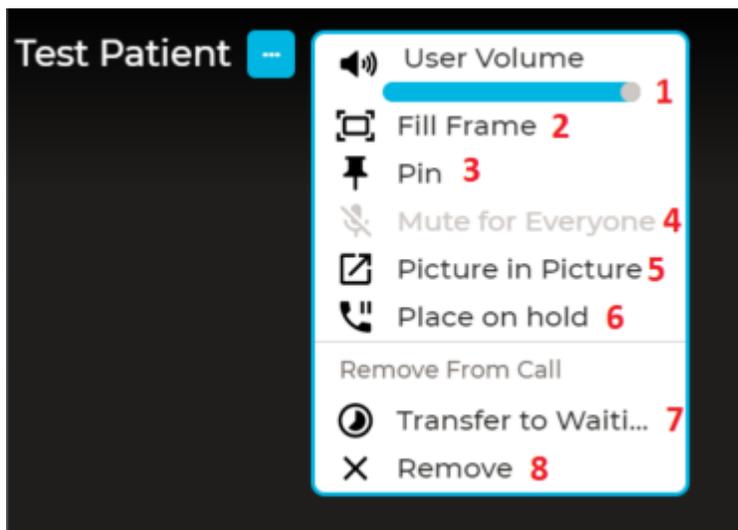
Technical Support: Contact the BC Service Desk (NTT) via the appropriate phone number, or email address, for your Health Authority

Updated: 7 March 2023

BC Virtual Visit: In-Call Functionality

Information for healthcare professionals

10. More options

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

1. **User Volume:** Adjust how loud or quite the participant is.
   Note: *This will not adjust the volume for everyone on the call, only for yourself.*

Technical Support: Contact the BC Service Desk (NTT) via the appropriate phone number, or email address, for your Health Authority

Updated: 7 March 2023

BC Virtual Visit: In-Call Functionality
Information for healthcare professionals

2. ***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 fit, as seen in the image on the left below.

Fit Video Mode
Current Default

Fill Video Mode
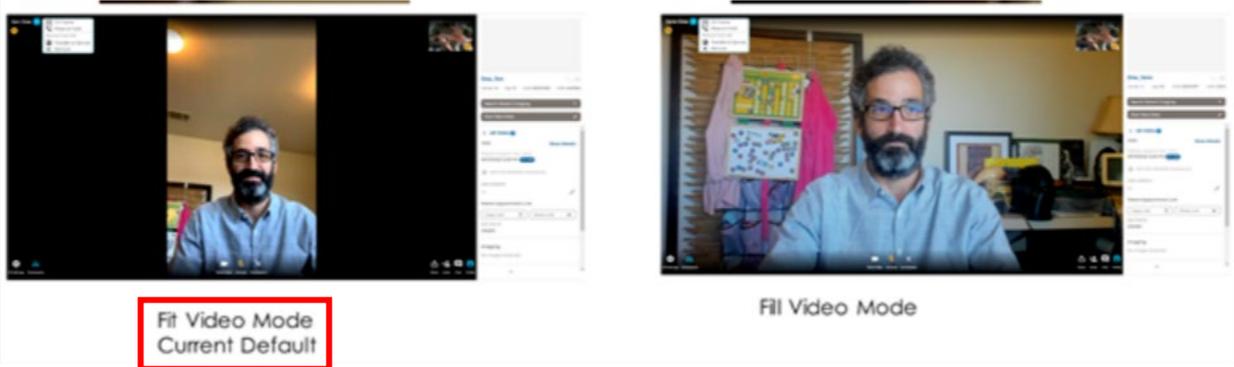
3. ***Pin:*** If you have multiple participants on a call, for example an additional provider or interpreter, you can click on pin for the participant(s). This will allow them to always be displayed on screen or side by side if you pin more than one person. You can select unpin to exit this view.
Note: This will override the active speaker view feature.

4. ***Mute for Everyone:*** This allows you to mute a participant for everyone on the call. The muted participant will receive a prompt telling them they have been muted.
*Note: You cannot unmute, the participant will need to unmute themselves*

Technical Support: Contact the BC Service Desk (NTT) via the appropriate phone number, or email address, for your Health Authority

Updated: 7 March 2023

BC Virtual Visit: In-Call Functionality
Information for healthcare professionals

5. ***Picture in Picture:*** This feature allows you to pop out one participant's video window so you can see them while using other applications on your computer. You can move and resize the video as needed. Hover over the video and select the return icon [↗] or **X** to return the participants video to the main BC Virtual Visit screen.
Note: Currently there is no way to have the pop out remain as the active speaker.

6. ***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.
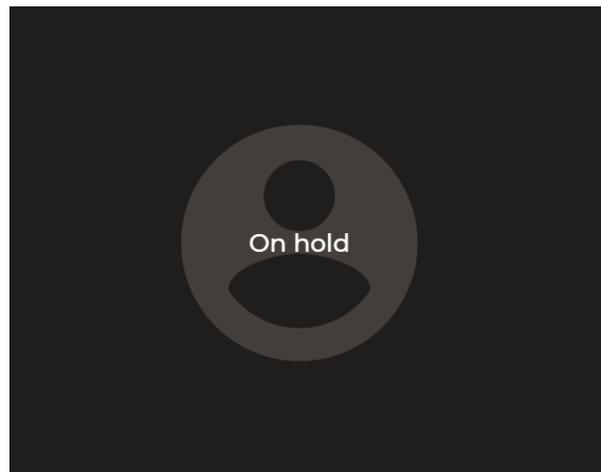
7. ***Transfer Patient to Waiting Room:*** This function is useful when you are on a call but would like another provider to speak to the patient separately, or if you have multiple participants on the call. You may transfer the patient to the waiting room, which will keep the call active for them allowing another provider to connect with them.

8. ***Remove:*** If you click Remove, this will end and "complete" the call for the patient.

Technical Support: Contact the BC Service Desk (NTT) via the appropriate phone number, or email address, for your Health Authority

Updated: 7 March 2023
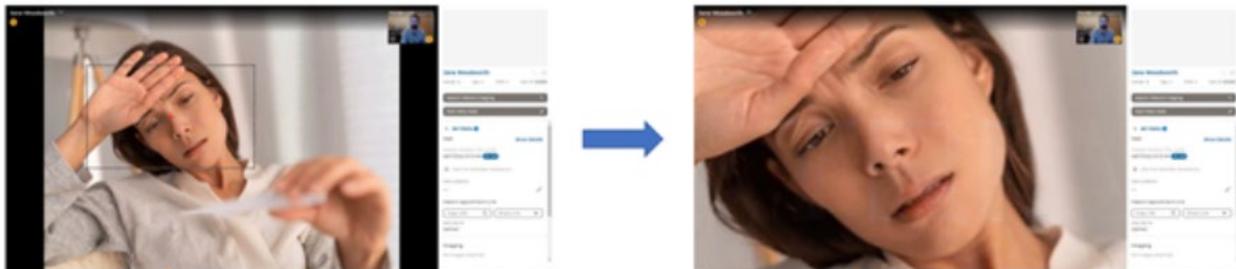
BC Virtual Visit: In-Call Functionality
Information for healthcare professionals
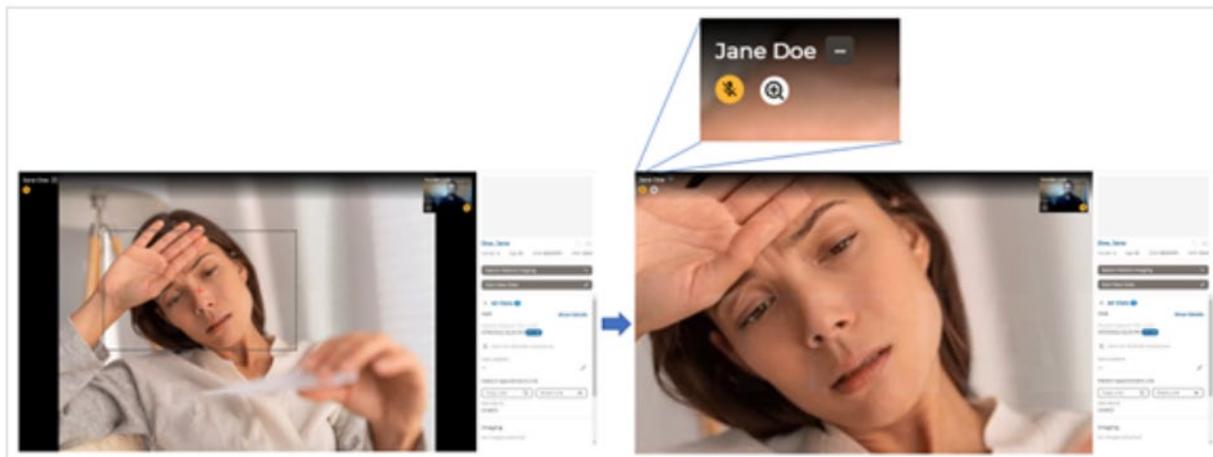

Zoom In Feature

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 in one of three ways.

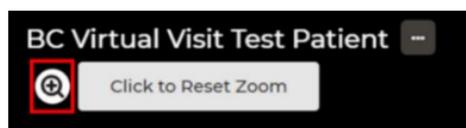*Note: Patients will receive no indicator that you have zoomed in.*

1. Move the scroll wheel on your mouse. Scrolling backwards will zoom back out
2. Left click on your mouse, hold it down and drag the viewing box to the preferred size
3. Left click on your mouse once to zoom in a defined amount

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

You may also zoom out by clicking the reset view icon.

Technical Support: Contact the BC Service Desk (NTT) via the appropriate phone number, or email address, for your Health Authority
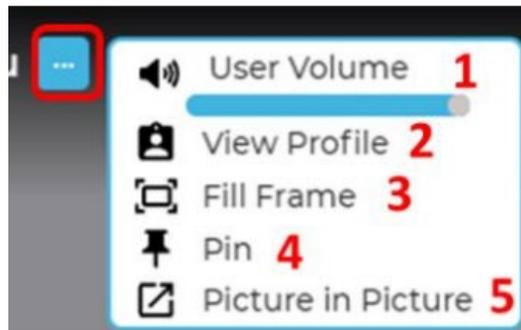
Updated: 7 March 2023

Duration Timer

The duration timer indicates how long the session has been active.

11. Provider viewing options

Clicking the 3 dots next to another healthcare providers name, you have the following options:

1. **User Volume:** Adjust how loud or quite the provider is.
   Note: *This will not adjust the volume for everyone on the call, only for yourself.*

2. **View Profile:** Clicking this allows you to see the profile panel of the provider on the right hand side of the screen.

3. **Fill/Fit Frame:** Toggle between fit/fill frame, which changes the size of the provider's video feed to fit the size of your screen

4. **Pin:** Selecting this will allow the provider 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.

Technical Support: Contact the BC Service Desk (NTT) via the appropriate phone number, or email address, for your Health Authority

Updated: 7 March 2023

5. ***Picture in Picture:*** This feature allows you to pop out the provider's video window so you can see them while using other applications on your computer. You can move and resize the video as needed. Hover over the video and select the return icon or **X** to return the provider video to the main BC Virtual Visit screen.

Technical Support: Contact the BC Service Desk (NTT) via the appropriate phone number, or email address, for your Health Authority

Updated: 7 March 2023