

# Providers Frequently Asked Questions

Information for healthcare professionals

**Purpose:**

This document outlines common questions that arise from the provider support desk, and provides guidance for each scenario.

## Provider FAQs

### Q1. Learning Hub Issues?

1. If you have a Learning Hub account and require a password reset, please click [here](#)
2. If you do not have a Learning Hub account, please follow the instructions [here](#)
3. For any additional technical issues, you must submit ticket through PHSA [here](#)

### Q2. How do I get access/on-board/get a BC Virtual Visit account?

**Programs Currently Using BC Virtual Visit:**

- If additional accounts or changes to existing accounts are required, managers or delegates of live BC Virtual Visit programs can request additional accounts for new clinical or program staff by way of the form [here](#).

**New Programs Not Yet Using BC Virtual Visit:**

- New programs/clinics wanting to get on-boarded with MVV, please email [virtualcare@islandhealth.ca](mailto:virtualcare@islandhealth.ca) to learn more about the onboarding process.

### Q3. Why am I getting an Access Denied error when logging into BC Virtual Visit?

1. Confirm with your program lead(s) to ensure you have been requested a BC Virtual Visit account
2. Try the steps above in Q2 to reset your password. If you are alerted with a “User Not Found” error, this also confirms your account has not been set up
3. Follow the steps above in Q3 to have an account created for you depending on whether you are part of an existing program who currently uses BC Virtual Visit, or a new program not yet using BC Virtual Visit

### Q4. Why is the patient not receiving BC Virtual Visit email invitations?

1. Confirm with patient if they have the correct email address (always confirm email prior to sending an invitation)
2. Check in the spam/junk folder (known issue for Hotmail – first time in junk box); ask to see if they have another email address to use

### Q5. Patient says they are in the waiting room but provider cannot see/connect with them

1. If patients are joining from an email invitation, ensure patients have clicked on the “ENTER WAITING ROOM” button or copied/pasted the invitation link into a compatible browser, as shown in the image below.

**ENTER WAITING ROOM** 

*Enter waiting room button not working? Copy and paste this link into your Chrome or Firefox browser:*

<https://patient.ca.visitnow.org/start/e3011b03c391817f8c2224d3758d696e354651> 

If patients are joining from an SMS text invitation, ensure patients have clicked the link within the invitation

<https://patient.ca.visitnow.org/a/xXeIA3NQ> A virtual appointment has been scheduled for Friday, May 14, 2021 02:10 pm PDT with a healthcare provider from Clinic A for Client Test. Please use the link above to test your connection in advance, and contact the Citizen Support Desk at **1-844-442-4433** if you have any questions. Click on the link again 5 minutes before the time of your appointment to join the video. Please do not navigate away from the waiting room page or lock your device while you wait to be connected. If your device is put to sleep or locked while you wait, we recommend connecting again from your original invitation.

2. Recommend to patients that they complete a test connection call in advance of their appointment, and always call the BC Virtual Visit Support Desk at **1-844-442-4433** if they require further technical assistance.

#### **Q6. How to link patient profiles with same email**

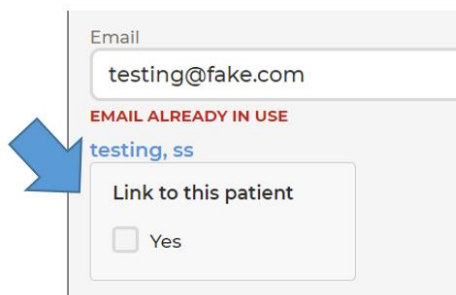
The SAME email address can be used for more than 1 patient as long as the patient profiles are linked (this may be required for minors, incapable adults, etc.)

#### **Option 1 – Linking patient profiles at the time of profile creation**

1. Enter the email address that is already in use in another profile
  - You will see a prompt indicating that this email is already in use and it lists patients who have this current email
2. Check the box next to “Yes” to link the profiles, allowing for sharing of emails

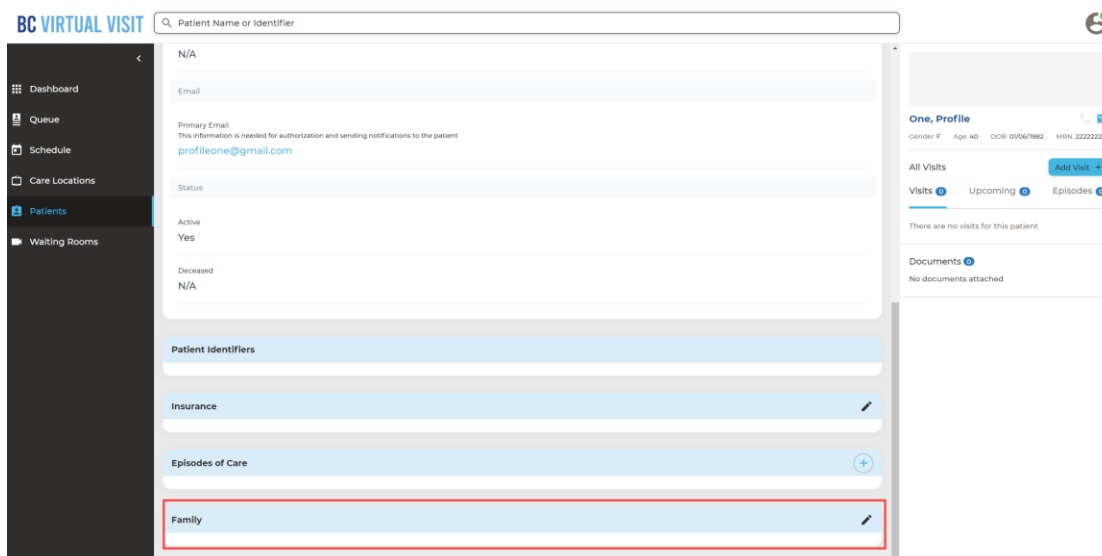
[www.islandhealth.ca/bcvirtualvisit](http://www.islandhealth.ca/bcvirtualvisit)

**Technical Support:** BC Service Desk and Clinical Service Desk x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free)

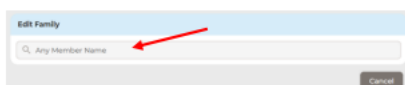


**Option 2 – Linking patient profiles from the profile editing page**

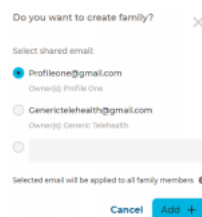
1. Open the patient’s profile for which you would like to create a linkage.
2. Scroll down to the family section and click the pencil icon to edit.



3. Use the search field to select an existing profile you would like to link to.



4. Select which email you would like to use for the family, or add a new email by entering the email into the field provided. To complete the family linkage, select **Add+**



**Q7. Accessing Train and Production Environments**

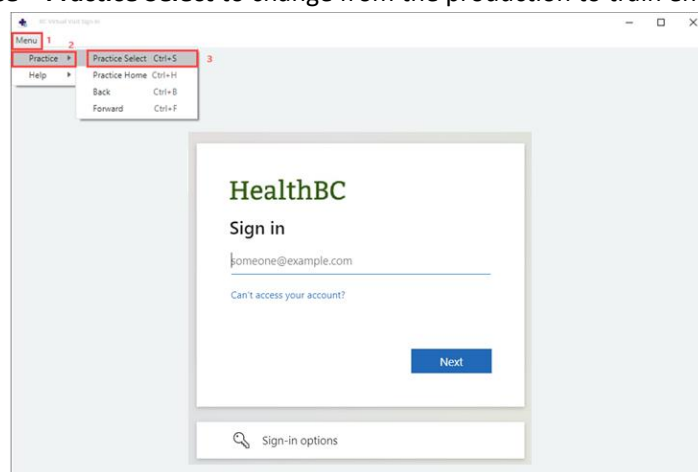
[www.islandhealth.ca/bcvirtualvisit](http://www.islandhealth.ca/bcvirtualvisit)

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To distinguish between Train and Production, the logos below can be seen throughout the system, so it is important to ensure you are in the right environment before scheduling or attending any appointments:



Click on **Menu > Practice > Practice Select** to change from the production to train environment



Select the Practice URL to continue, both the TRAIN and PROD URLs be accessible. Click on the down arrow to expand the list of practices.



By default, you will see two URLs that represent the BC Virtual Visit train and production environments:

- **Train:** myvirtualvisit-testing.ca.visitnow.org
- **Production:** myvirtualvisit.ca.visitnow.org

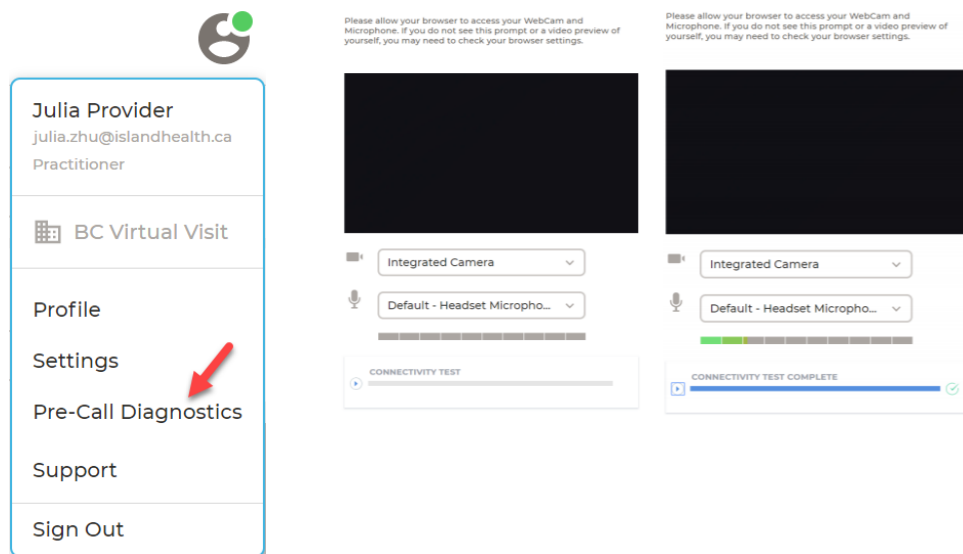
Select the train URL to be redirected to the BC Virtual Visit Training Environment login page.

### Q9. General audio/video troubleshooting

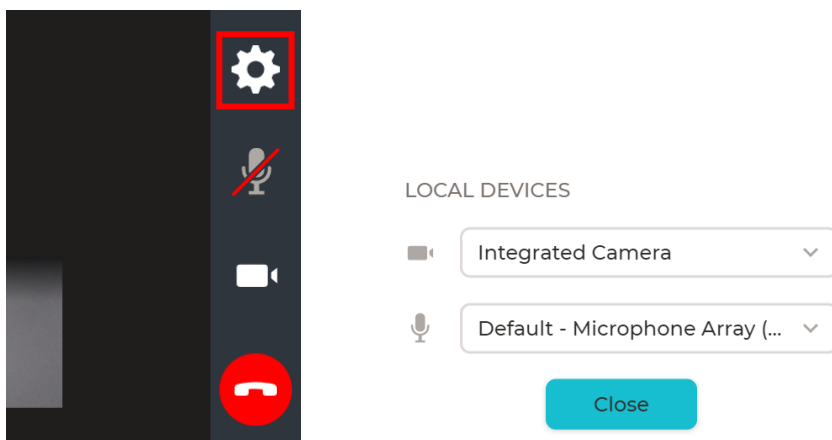
- **Option 1:** Ensure webcam and microphone are enabled on your device by completing a **pre-call diagnostics** from your user menu:

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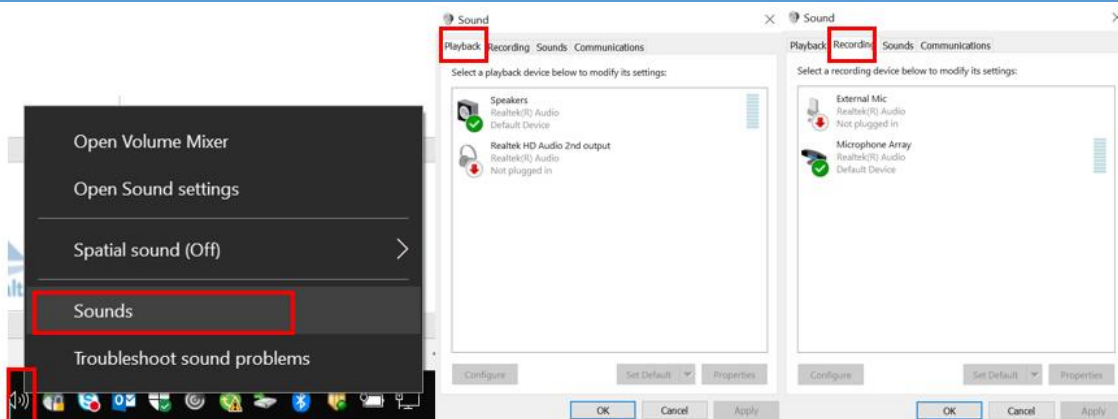
- **Option 2:** Inside a BC Virtual Visit call, clicking on the settings icon can ensure you have selected the appropriate audio and video sources. If you are aware of any peripheral/USB cameras or headphones connected to your device, select from the dropdown menu under “Local Devices” to ensure they have been selected for your video visit:



- **Option 3:** If you are on an Island Health computer, ensure correct speaker and microphone settings are selected by right clicking on the **speaker icon > Sounds**, then checking if the correct source is selected under the **Playback** and **Recording** tabs.

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- **Option 4:** Ensure that the **F4 key** or microphone key is not turned on. Island Health Laptops use the F4 key to mute the microphone. This setting can override the mute key from the software. If you are unsure whether your settings are correct, please contact the Clinical Solutions Desk.

#### Q10. Best practices before connecting into a BC Virtual Visit appointment

1. When a client is scheduled into a waiting room, all clinicians that have access to that waiting room are able to connect any client that was 'waiting'. This means providers within the same program can enter each other's appointments. This feature is essential to enable team based care, as many teams see patients together or in succession. Please make sure to confirm the appointment you are entering is for the patient you are expecting to see by following the steps below.
2. Clinicians should match patient name, DOB, gender and PHN before connecting. Additionally, clinics may use "Reason for visit" to ensure their clinicians are connecting to the appropriate client. If a clinician does connect by mistake, they are able to leave the call and place the patient back into the waiting room for the appropriate clinician to attend their virtual visit.
3. After joining the video visit, providers are expected to follow the same positive patient identification steps similar to face to face visits.

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