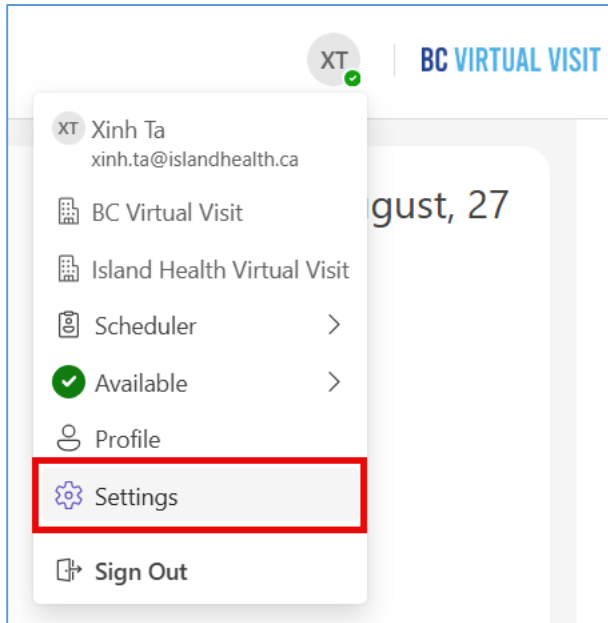


Purpose: To provide information on the BC Virtual Visit user settings and guidance on how to configure them.


User Settings

To configure your settings: Click the user icon, and select “**Settings**” from the dropdown menu.



Active Speaker Focus

Active Speaker can be enabled from your settings, or from your **AV Settings**

 during a call. Please refer to the [Preparing for and Attending an Appointment QRG](#) for more information on the AV Settings. If you have this feature enabled and there are multiple individuals on a call, the active speaker will stay on the main screen.

Active Speaker Focus

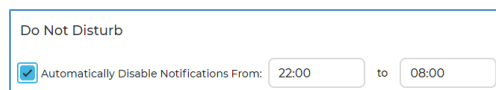
☒ Enable Active Speaker Focus

Notification Settings




Notification settings can be adjusted to receive various event notifications from BC Virtual Visit. Depending on how your profile is configured, notifications can be received by:

- **SMS (Text Message):** Sent to the phone number entered in your BC Virtual Visit profile.
- **Email:** Sent to your Island Health email.
- **Browser:** Pop-up notification that appears when you are logged into BC Virtual Visit on a browser.

You also have the option to disable notifications during particular times by using the *Do Not Disturb* function if you choose:



Use the checkboxes to select which types of notifications you would like to receive:

Notifications			
Event	Email	SMS	Browser
All			
Patient Arrived	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Patient Waiting	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

See below for details regarding each notification type and how each one is triggered.

NOTE: Please be mindful that many of these are applied either at a waiting room level, or system wide.

- Waiting Room Level (WRL)**

- All Services:** Enabling these will trigger notifications for visits for all assigned waiting rooms. If you are in a **shared** waiting room, notifications will apply to visits in all of your waiting rooms. This means you may receive notifications for visits that are not your own.
 - Notify About My Patient's Events Only (Where I'm Assigned Provider):** By enabling this checkbox, you can choose to only receive notifications for visits where you are the assigned provider. If you enable this at the **All Services** level, you are agreeing to receive notifications for the same event types where you're tagged as the provider across all of your waiting rooms.

Notifications Per Services

All Services

Set for Specific Service

☒ Notify About My Patient's Events Only (Where I'm Assigned Provider)

- Set for Specific Service:** This feature allows you to set different notification preferences by waiting room(s) (i.e. services). Any notifications you set at the **All Services** level will carry over until changed at the individual waiting room level. You can choose to enable **Notify About My Patients Events Only (Where I'm Assigned Provider)** for specific waiting room(s).

Notifications Per Services



All Services







Set for Specific Service

Service

BC Virtual Visit Testing

☒ Notify About My Patient's Events Only (Where I'm Assigned Provider)

Once changes have been made and saved for specific services, these can be viewed from the **All Services** tab. Any difference from the default will be represented by  instead of  and details will be provided when hovering over the icon.

Encounter Created			
Appointment Created			
Provider Was Assigned to Appointment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

- **System Wide (SW):** Enabling these will trigger notifications for all activities in the system. These are also known as *General Notifications*.

Please review each description in detail before enabling any in your profile settings:

Notification	Definition	Impact	Default Configuration
Patient Arrived	Related to manual assignment of a visit to a Care Location. Only applicable to programs leveraging the “Schedule to Care Location” workflow.	WRL	OFF
Patient Waiting	Patient has completed check-in, is waiting in the virtual waiting room and is ready to connect.	WRL	OFF
Patient’s Visit Complete	BC Virtual Visit appointment is complete; health care provider ended the call for all.	WRL	OFF
Patient’s Visit Incomplete	Patient’s visit status was manually adjusted to incomplete.	WRL	OFF
Patient LWBS	Patient Left Without Being Seen (LWBS): Patient entered the virtual waiting room, but left before a health care provider was able to connect.	WRL	OFF
Patient on Hold	Health care provider places the entire call on hold via the “Leave Call” option.	WRL	OFF
Patient No Show	Patient did not join the scheduled visit, and the visit window has passed.	WRL	OFF
Patients With Complete Forms	Not Applicable: Notification will trigger for any forms completed by a patient. Not currently leveraged in Island Health workflows.	WRL	OFF
Visit Notes With Comments	Not Applicable: Related to clinical note functionality. Not currently leveraged in Island Health workflows.	WRL	OFF
Notification from Provider	Notification triggered when a patient is assigned to a Care Location, and another BC Virtual Visit user presses the “Alert for bedside assistance” bell in the patient information screen.	WRL	OFF
Encounter Created	Not Applicable: BC Virtual Visit encounters are not currently leveraged in Island Health workflows.	WRL	OFF
Appointment Rescheduled	Patient’s original visit date and/or time was changed in one of the health care provider’s waiting rooms.	WRL	OFF
Appointment Created	Patient’s visit was scheduled in one of the health care provider’s waiting rooms.	WRL	OFF
Appointment Cancelled	Patient’s visit was cancelled in one of the health care provider’s waiting rooms.	WRL	OFF
Visit Group Cancelled	Not Applicable: Group visits are not currently leveraged in Island Health workflows.	WRL	OFF
Provider Was Assigned to Appointment	Health care provider was assigned to a visit.	WRL	OFF
Provider Was Unassigned From Appointment	Health care provider was unassigned from a visit.	WRL	OFF

Patient Merge	Patient profiles have been merged.	SW	OFF
Provider to Provider: Presence Requested	Another BC Virtual Visit user has invited you to an active call from within the call.	SW	ON
Provider to Provider	Another BC Virtual Visit User is calling you directly from the Queue.	SW	ON

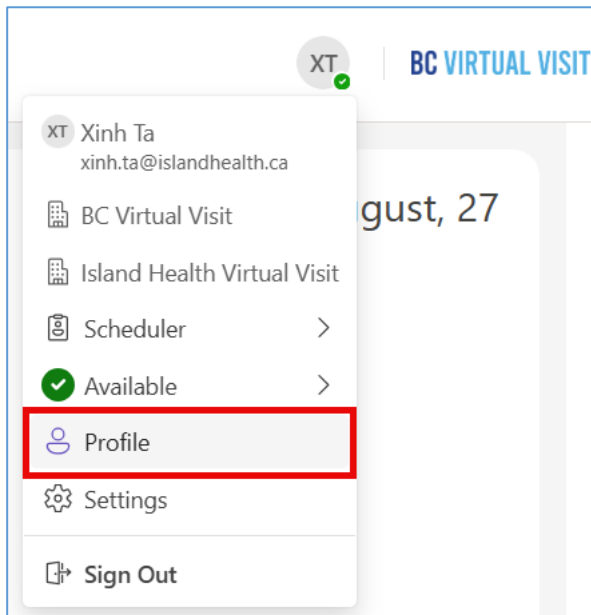
User Profile: Using a Nickname in Video Calls

BC Virtual Visit users can configure a nickname that will display to the patient during a video call instead of their full name listed in their profile.



NOTE: Please refrain from changing your first name and last name in BC Virtual Visit, as they are used for account management purposes. Instead, you may add a preferred name using the Nickname option as described below:

1: Click the user icon, and select “**Profile**” from the dropdown menu as displayed in the image below.



2: From the profile page, you will see an option for “**Nickname**”. Type in your desired nickname and select “**Use Nickname on Video Calls Instead of Full Name**”. Click “**Save**” to save your changes.

Nickname

☒ Use Nickname on Video Calls Instead of Full Name

3: The image below shows an example of what this would look like in a video call. All participants in the video will see your name in the video icon as the text entered in the field above.

