

Virtual Visits Quick Reference Guide



BCMHSUS Virtual Health

BEFORE THE VIRTUAL VISIT



Coordinate
appointment with site



Confirm availability of
space/equipment



Submit
[Document Request Form](#)
** 2 business days prior

Transfer documentation
to remote provider
via Secure File Transfer
Platform ([SFTP](#))



[Consent notification](#)
sent/shared with client

[Interpreter services](#) booked
(if needed)

1-2 business days in
advance preferable.
Audio interpreter services
available on-demand



DAY OF/ DURING THE VIRTUAL VISIT



Both parties log into Zoom, Skype or Movi

Provider logs into EMR and/or Citrix (if required)



Provider confirms client has received consent notification



Provider conducts virtual visit



Troubleshooting Contacts

PHSA Video Conference Support Line

604-297-8777 or 1-866-966-4347

Support Hours: 7am – 5pm, Monday – Friday

IMITS Service Desk

604-675-4299

Support Hours: 24/7 Monday – Friday

[BCMHSUS Virtual Health Policies on S.H.O.P.](#)

[Site -Specific Contact Lists](#)

AFTER THE VIRTUAL VISIT



Provider submits
encounter notes to
unit/site via Secure File
Transfer Platform ([SFTP](#))



Documentation
printed at site and
placed in client chart



Medication orders
submitted to site using
TurboScan/SR Fax



All paper and electronic copies
of client documentation are
destroyed/deleted or stored
temporarily on an encrypted device



Cleaning/disinfecting
procedures followed
& equipment returned