





How to Use a Providence Health Care iPad for a Virtual Health Visit

a) How can I log in to the iPad?

1. Press the circular button at the bottom of the screen. If nothing happens, firmly press and hold the small rectangular button on the top edge of the iPad, at the right.
2. Press the circular button again. When the keypad appears, enter the passcode: 369369

b) How can I use the iPad for a FaceTime call?

You can use FaceTime with anyone who has an Apple device. To make an outgoing FaceTime video call...


1. Tap the FaceTime icon: 
2. Tap the plus icon: 
3. Type the person's email address and press "return".
4. Tap Audio  or Video . The person's device will ring.

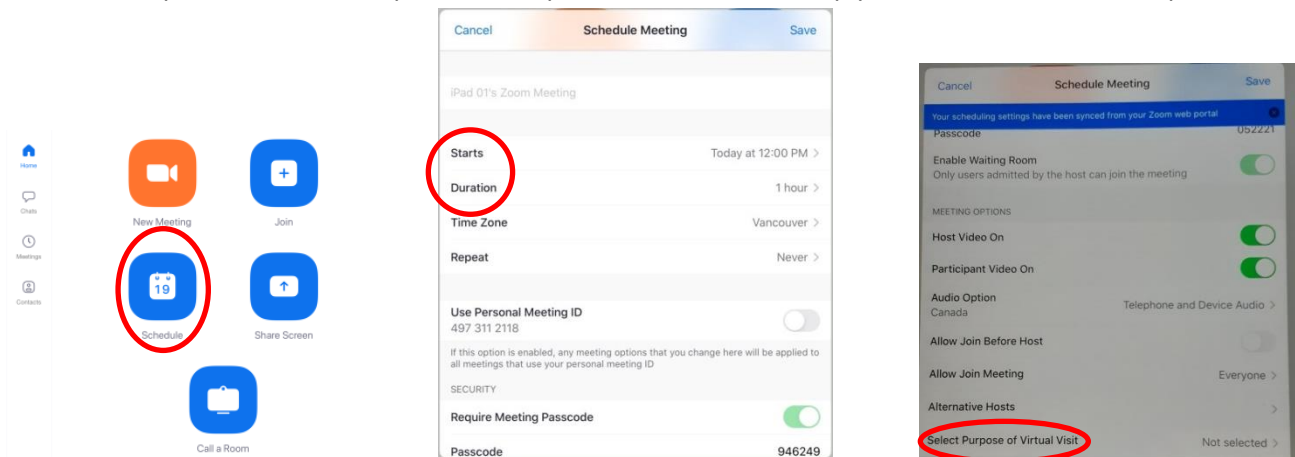
To receive an incoming FaceTime call...

1. Ask the person to follow the steps above, using the email address on the iPad label (e.g. ipad00@providencehealth.bc.ca). The iPad will ring.
2. To answer a call, slide your finger along the "slide to answer" icon. To silence the ringing sound, push the small rectangular button above the camera on the back of the iPad. To decline the call, press this button again.

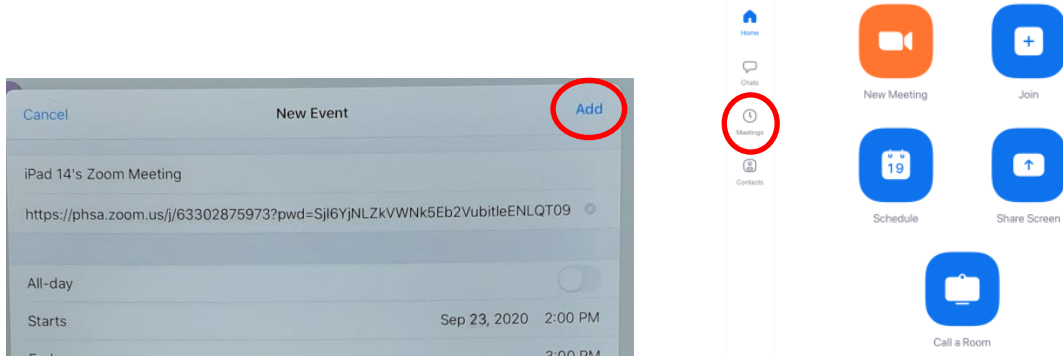
c) How can I use the iPad for a Zoom call?

You can use Zoom if the person has almost any kind of smartphone, tablet, laptop or computer. To invite someone to a Zoom video call...

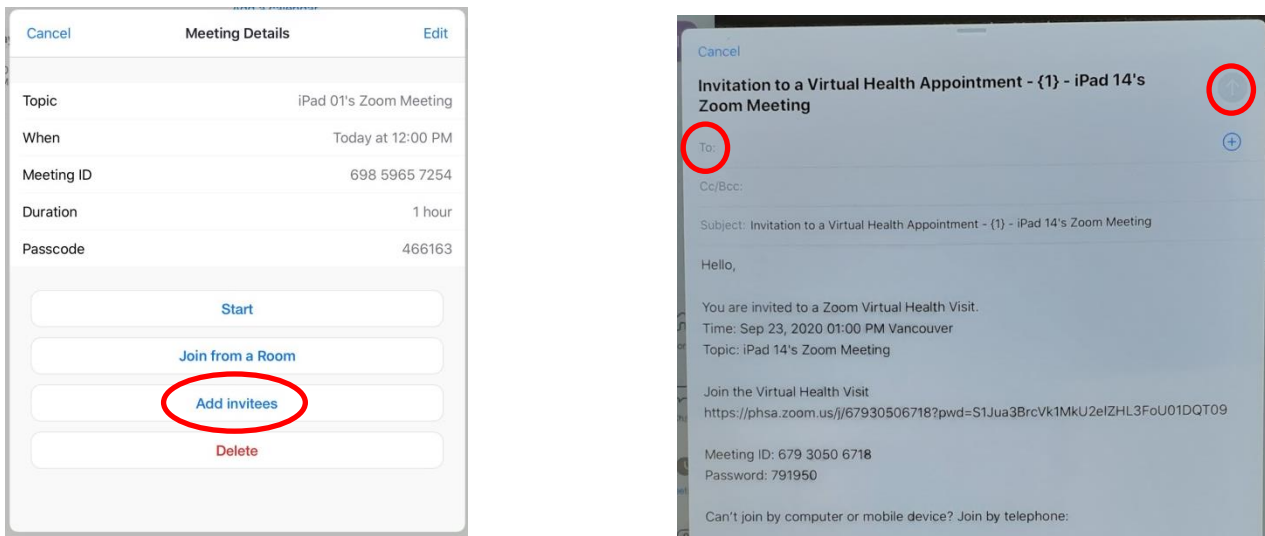
1. Open the Zoom app by tapping the Zoom icon: 
2. Tap "Schedule". A window will pop up. Enter the meeting start time and duration. Scroll to the bottom. Tap "Advanced Options" and then tap "Select Purpose of Virtual Visit". Tap your selection and then tap "Back".





3. Tap “Save”. A New Event window will pop up. Tap “Add”. The window will disappear. Tap “Meetings”.

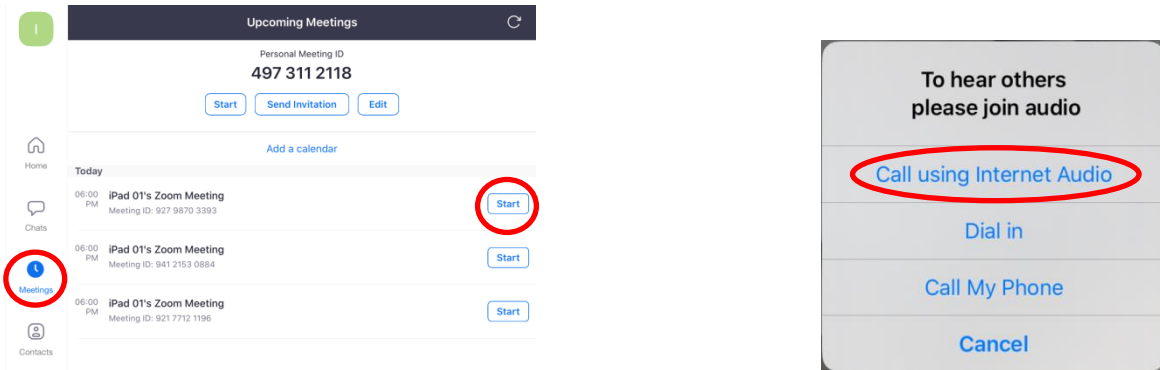


4. In the Upcoming Meetings list, tap your meeting. The Meeting Details window will pop up. Tap “Add invitees” and then tap “Send Email”. An email will pop up. Enter invitee email in “To” field. Tap arrow.



5. At the meeting time, open the Zoom app by tapping the icon . Tap the Meetings icon at the left: 

6. Find your meeting and tap “Start”. Tap “Call using Internet Audio”.



7. When your invitee joins the meeting, tap “Admit”. When you are finished meeting, tap the screen to display the toolbar at the top, and then tap “End”. Tap either “Leave Meeting”, which will keep the meeting running for your attendee(s) after you leave, or tap “End Meeting for All”.



How to Prepare a Virtual Health iPad for Sign-out

iPad passcode:
369369

Zoom password:
1081Burrard

Ensure that the steps below are completed before signing out the iPad to a new person.

1. Complete a new line on the sheet called “Sign in/out Tracking for iPad”.
2. Clean the iPad with CaviWipes; the screen is protected.
3. Clear FaceTime history (open FaceTime > Edit > select instances > Delete).
4. Clear the Zoom External contact list (Open Zoom > Contacts > external contacts > tap & hold on name > Delete)
5. Clear the Zoom Chat history (Open Zoom > chat > swipe left on each chat > Delete)
6. Clear Google Translate history (Open Google Translate > Home > swipe right to delete each translation)
7. Provide the following to the iPad user:
 - iPad with case and stand
 - USB charging cable and AC wall adapter
 - Access code: 369369
 - Guide called “How to Use a Providence Health Care iPad for a Virtual Health Visit”
8. Charge the iPad. Find a location to keep the device plugged in when it is not in use.

Please Note...

- To facilitate care for patients with a preferred language other than English, the Google Translate and LanguageLine InSight Video Interpreting apps are installed on the iPad.
- The iPad is set up specifically for virtual health visits. No additional apps can be installed through the App Store.
- If you have any questions about the iPad or any other virtual health topics, please contact virtualvisits@providencehealth.bc.ca.
- When using the iPads, if you need urgent assistance, please call the Service Desk at 604-806-9333 and press 3 for the Mobility Device Support Team.
- If you have questions related to Zoom, care providers can email servicedesk@vch.ca and include “Zoom” in the subject. For urgent issues, call the Service Desk at 604-806-9333 and stay on the line.
- If patients or their family members require assistance with Zoom they can call the Citizen Support Help Desk at 1-844-442-4433, Monday – Friday, 7 a.m. to 5 p.m.

Sign in/out Tracking for iPad

| Date deployed | Patient Name | Patient room | iPad number | Date removed from pt room | Purpose/Use Case | Comments |
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