

- 1) Please go to the Child Health BC website for useful Virtual Health quick tips for clinicians and patients/parents: <https://www.childhealthbc.ca/initiatives/childrens-virtual-health>
- 2) PHSA Office of Virtual Health COVID-19 Virtual Health Toolkit: <http://www.phsa.ca/health-professionals/professional-resources/office-of-virtual-health/covid-19-virtual-health-toolkit>
- 3) Account Requests  
Request a [Skype for Business Standard Account](#)  
Request a [PHSA Zoom for Healthcare Account](#)
- 4) Call IMITSService Desk 604-675-4299 for technical assistance with Skype for Business and Zoom for Healthcare.
- 5) Contact Clinic / Program Operational Leads for Operational Procedures
- 6) Doctors of BC: To help primary care clinics to provide virtual care, Doctors Technology Office has created a variety of resources: <https://www.doctorsofbc.ca/news/doctors-technology-office-virtual-care-support-response>
- 7) Doctors of BC: COVID-19 Temporary Changes to Billing: <https://www.doctorsofbc.ca/news/covid-19-temporary-billing-changes>
- 8) Booking an Interpreter through Provincial Language Services (PLS)  
*Interpreters can be part of your Virtual Health Visit*

First time user? Sign up by calling 604-297-8400 or toll-free: 1-877-BC Talks (228-2557) during business hours (8:00 a.m. - 4:00 p.m.). PLS online system for an advanced booking (more than 2 hrs in advance):

<https://plscustomer.phsa.ca/>

You will be required to insert the Virtual Health Visit link (Skype for business or Zoom for Healthcare) into the online request.

**Immediate or phone booking:** Book or connect to a phone interpreter immediately by calling 604-297-8400 or toll-free: 1-877-BC Talks (228-2557)

Please have the following information ready:

- Appointment date
- Start and end time
- Location
- Language
- Purpose of appointment

### **Need sign-language interpreting?**

PHSA provides sign-language interpreting services through the Wavefront Centre. There is no charge to the patient or your department. Please call the Institute directly. Phone: 604-736-7012

CHBC has created a [Quick Tip How to book an interpreter through PLS](#).

OVH has created [Schedule and Conduct a Virtual Health Visit Meeting with Interpreter in Zoom for Healthcare](#)