



ROOM BOOKING INFORMATION

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HOW ARE ROOMS BOOKED AT ISLAND HEALTH?

The *majority* of meeting rooms including those containing Videoconference equipment are **self-booked** on a “first-come first-served” basis using your **Microsoft Outlook Calendar** (see [Step-by-step Room Booking Instructions](#) below).

For additional room booking information, please see the Room Bookings online HELP topic:

- https://intranet.islandhealth.ca/departments/imit/serviceesk/online_help/calendar/Pages/room-bookings.aspx

Important NOTE

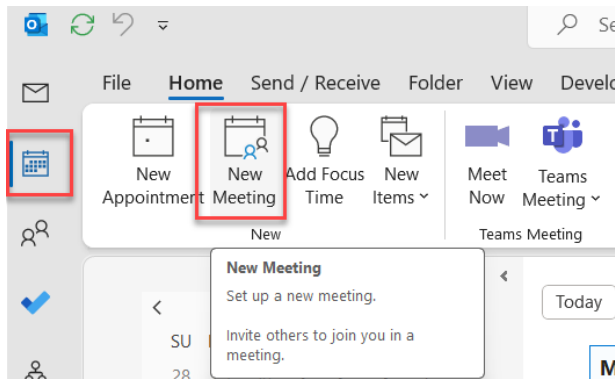
In the past, some rooms at RJH and VGH were managed by Multimedia Services staff.
Multimedia Services no longer manages room bookings for any Island Health location

SELF-BOOKING ETIQUETTE – SOME IMPORTANT REMINDERS

1. Please take a moment to review the [Outlook Calendar Meeting Best Practices](#)
2. Please don't contact the room “contact” to resolve scheduling conflicts – contact the person who has booked the resources you need (the meeting in conflict) and negotiate with them to release the resources you require
3. Please clean up the room before you leave
4. **Important Note:** *Non-Island Health requesters who wish to book a self-bookable Island Health room require an Island Health sponsor to book the room for them, i.e. an Island Health member of staff with access to the Island Health Address Book (GAL)*

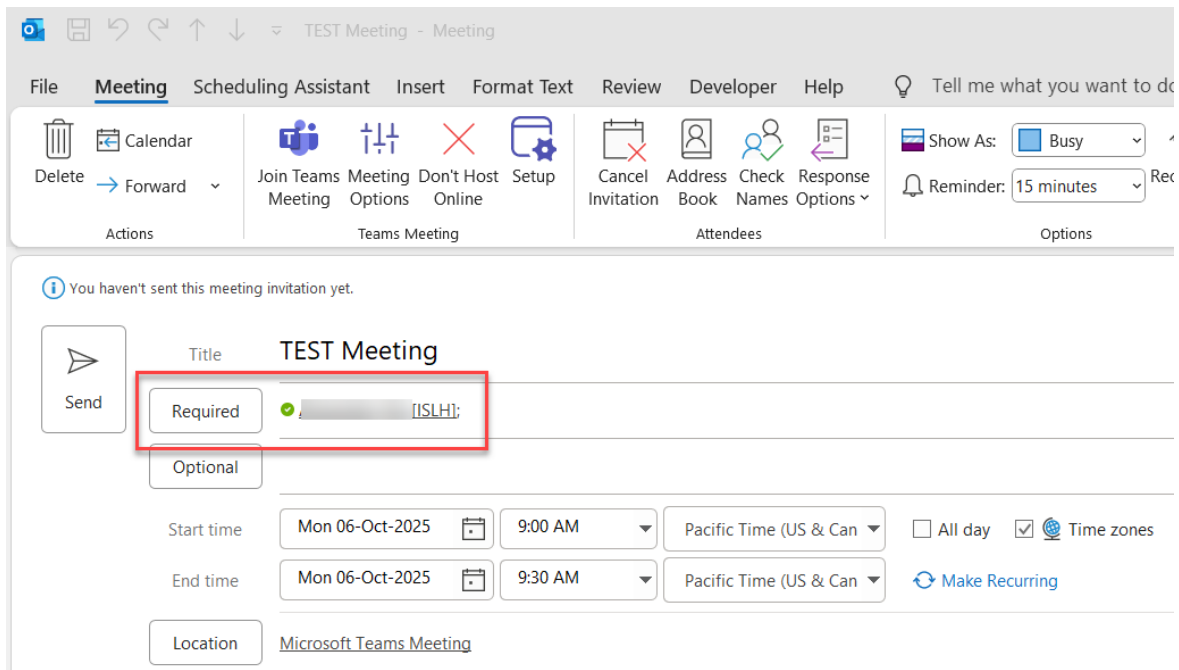
STEP-BY-STEP ROOM BOOKING INSTRUCTIONS

1. Open your **Microsoft Outlook Calendar**
2. Create a new meeting by selecting **New Meeting**, or by double-clicking on the date and time when you want your meeting:

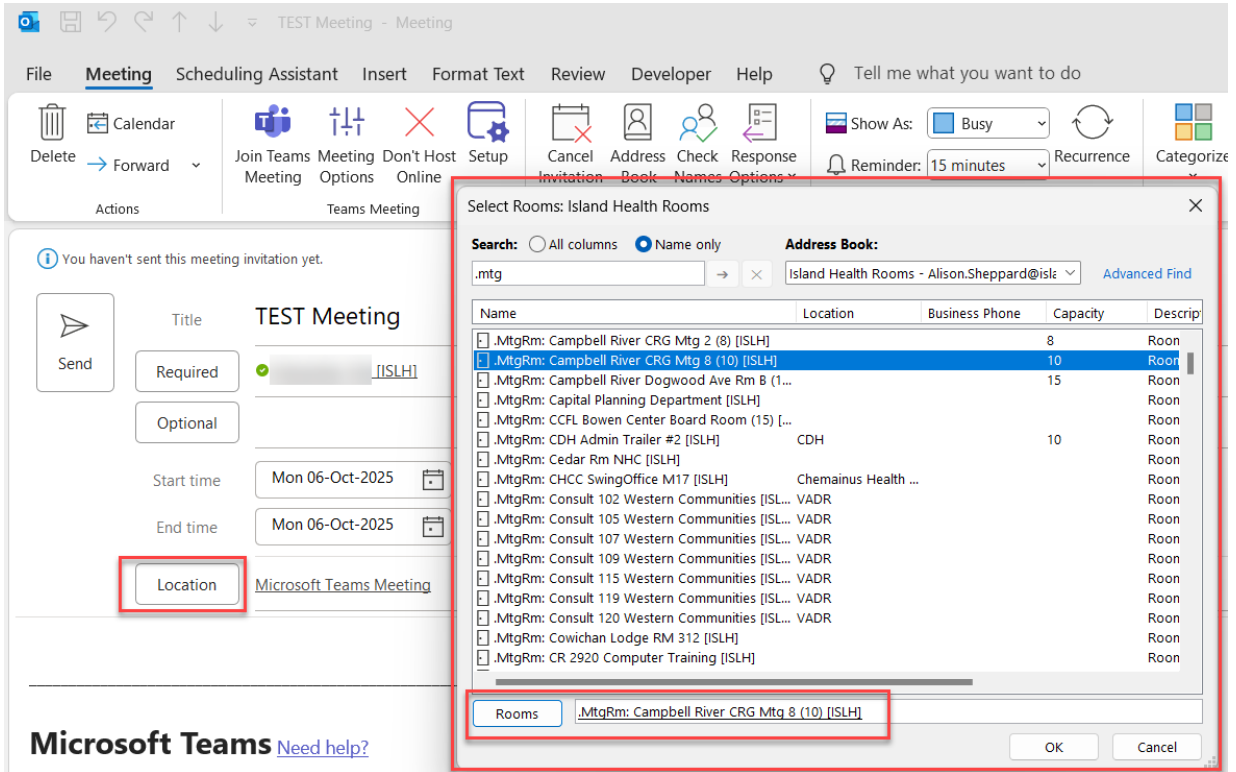


3. In the Meeting window that opens, select the meeting participants by clicking on the **Required** field and selecting invitees from the Outlook Global Address List (GAL). Type the name for your meeting in the **Title** field:

Note: the default is a Microsoft **Teams** Meeting, and the join link is automatically included.



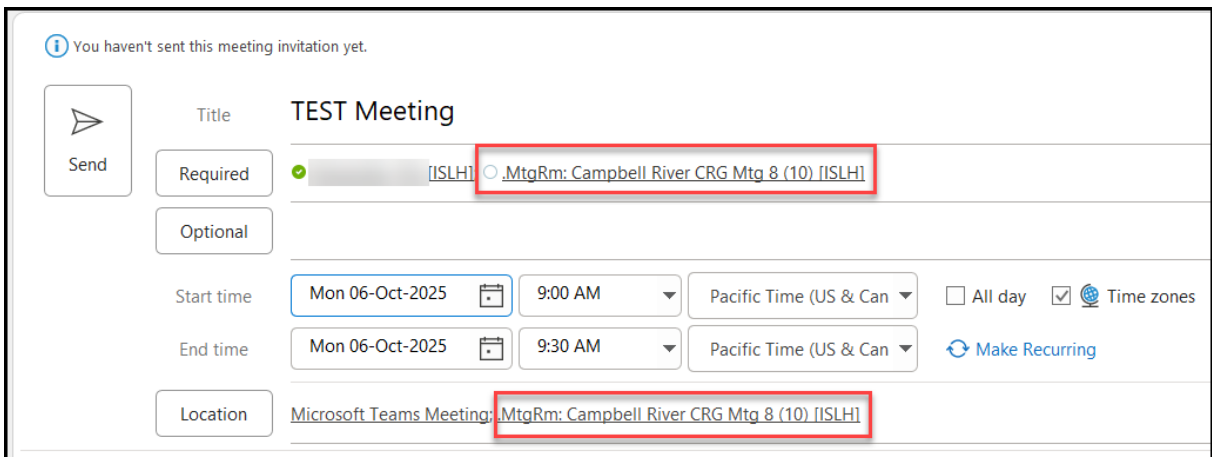
4. Click on the **Location** field, then use the Outlook Global Address List (GAL) pop-up window to find and select the **Meeting Room** that you require. *Most* (though not all) meeting rooms in the GAL start with “.mtg”
5. Highlight your chosen room then click on **Rooms**, and **OK**



The screenshot shows the Outlook 'Meeting' ribbon with the 'Location' field highlighted in red. The 'Select Rooms: Island Health Rooms' dialog box is open, displaying a table of meeting rooms. The room '.MtgRm: Campbell River CRG Mtg 8 (10) [ISLH]' is selected and highlighted in blue. The 'Rooms' button at the bottom of the dialog is also highlighted in red.

Name	Location	Business Phone	Capacity	Descrip
.MtgRm: Campbell River CRG Mtg 2 (8) [ISLH]			8	Room
.MtgRm: Campbell River CRG Mtg 8 (10) [ISLH]			10	Room
.MtgRm: Campbell River Dogwood Ave Rm B (1...			15	Room
.MtgRm: Capital Planning Department [ISLH]				Room
.MtgRm: CCFL Bowen Center Board Room (15) [...]				Room
.MtgRm: CDH Admin Trailer #2 [ISLH]	CDH		10	Room
.MtgRm: Cedar Rm NHC [ISLH]				Room
.MtgRm: CHCC SwingOffice M17 [ISLH]	Chemainus Health ...			Room
.MtgRm: Consult 102 Western Communities [ISL...	VADR			Room
.MtgRm: Consult 105 Western Communities [ISL...	VADR			Room
.MtgRm: Consult 107 Western Communities [ISL...	VADR			Room
.MtgRm: Consult 109 Western Communities [ISL...	VADR			Room
.MtgRm: Consult 115 Western Communities [ISL...	VADR			Room
.MtgRm: Consult 119 Western Communities [ISL...	VADR			Room
.MtgRm: Consult 120 Western Communities [ISL...	VADR			Room
.MtgRm: Cowichan Lodge RM 312 [ISLH]				Room
.MtgRm: CR 2920 Computer Training [ISLH]				Room

6. Note that the selected room will be entered into the **Location** field, and also added to the **Required** recipients:



The screenshot shows the Outlook meeting creation interface. The 'Required' recipient field contains the email address of the selected room, and the 'Location' field also contains the same room name. Both fields are highlighted with red boxes.



- To check on availability of your attendees and selected room, click on **Scheduling Assistant**. Move the meeting to a different day/time if they are not available. When finished Press **Send**. This will put a calendar entry into your calendar, and send an invitation to your attendees and room resource.

The screenshot displays the Microsoft Outlook Scheduling Assistant interface. The ribbon at the top includes 'File', 'Meeting', 'Scheduling Assistant', 'Insert', 'Format Text', 'Review', 'Developer', and 'Help'. The 'Scheduling Assistant' ribbon contains several groups of buttons: 'Scheduling' (Refresh Availability, AutoPick), 'Attendees' (Add Attendees, Add Rooms, Room Finder), and 'Options' (Options). The main workspace shows a calendar for Tuesday, October 07, 2025, with a time slot from 4:30 PM to 5:00 PM highlighted in blue. A 'Send' button is highlighted with a red box. The left pane shows a list of attendees and resources, including 'Required Attendee' and 'Resource (Room or Equipment)'. The calendar shows existing meetings: 'FSC Meetin' from 11 AM to 12 PM and 'Greenaway, Olivia [ISLH]' from 8 AM to 9 AM. A 'Send' button is highlighted with a red box.



8. You should shortly thereafter receive an **E-mail** from the Room Resource, indicating that the room booking was accepted or declined. If your room request was declined, choose an alternative time or room using the **Scheduling Assistant**.

The screenshot shows an Outlook email window titled "Accepted: TEST Meeting - Meeting Response". The ribbon is set to "Meeting Response" with the "Developer" tab selected. The ribbon includes "Delete", "Reply", "Reply All", "Forward", "Meeting", "IM", "More", "On-line Help", "To Manager", "Team Email", "Done", "Reply & Delete", "Create New", "Move", "Rules", "Actions", "Assign Policy", "Mark Unread", "Categorize", and "Follow Up".

The email content is as follows:

Mon 06-Oct-2025 9:05 AM

.MtgRm: Campbell River CRG Mtg 8 (10) [ISLH]

Accepted: TEST Meeting

To [redacted] [ISLH]

When Monday, October 06, 2025 4:30 PM-5:00 PM (UTC-08:00) Pacific Time (US & Canada).

Location Microsoft Teams Meeting: .MtgRm: Campbell River CRG Mtg 8 (10) [ISLH]

Accepted No attendees have accepted.

Tentative No attendees have tentatively accepted.

Declined No attendees have declined.

[i] .MtgRm: Campbell River CRG Mtg 8 (10) [ISLH] has accepted this meeting.

Your request was accepted.

If you have audio concerns in using this room, you may want to reserve the room beside it as well as there is only a folding wall separating them.

Sent by Microsoft 365



DO YOU NEED MORE HELP?

Have you visited our [IM/IT online HELP](#)? Or [Frequently Asked Questions](#)?

The BC Health Service Desk and Clinical Service Desk are attended 24 Hours X 7 Days:

Local: **18777** or **250.370.8777** | Toll-free: **877.563.3152**

[BC Health Service Desk and Clinical Service Desk:](#)

- **Press 1:** For all Password Resets
- **Press 2:** For workstation support including logon issues, **non-clinical** application support, hardware issues, phones, printing and connectivity
- **Press 3:** If you are calling regarding support for **clinical** applications such as Cerner or clinical hardware such as Integrated Med Carts or tablets



For **self-service options**, please access the **Island Health IM/IT Self-Service Portal (SSP)** at:
https://healthbc.service-now.com/sp_viha

For step-by-step Instructions and help with using the SSP, please see the [Island Health IM/IT Self-Service Portal User Guide](#)