



MyVirtualVisit News

Your monthly update from the Virtual Care team at Island Health, bringing you information to improve your (and your patients') virtual visit experience.

Edition 21-02: February 18th 2021

1. Upcoming updates to MyVirtualVisit desktop applications
2. Privacy Reminder: Confirming client email and mobile phone numbers
3. Platform Improvements
 - a. Scheduling Form updates
 - b. Updates to Patient Profile

Updates to the MyVirtualVisit desktop applications for patients and providers will occur on March 1st, 2021

In follow-up to the recent update to the MyVirtualVisit iOS applications, Teladoc Health (formerly InTouch) will be releasing an update to desktop applications. The company has completed a re-branding of their virtual care tools and application suite. Patient and provider desktop applications previously known as InTouch will be renamed to Teladoc Health. While the application might look a little different, there will be no changes to the functionality or security of your virtual visits. The provider desktop application update also includes a fix for the screen share functionality.

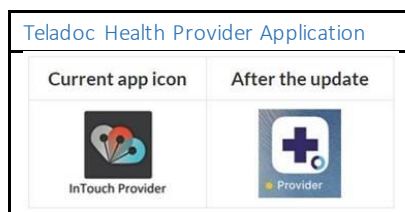
Island Health will be deploying updates to all patient and provider MyVirtualVisit desktop applications on March 1st.

The InTouch desktop applications will continue to be supported over the coming months to allow time for patients and providers to update their application.

Provider desktop application updates for laptops and computers

What do I need to do?

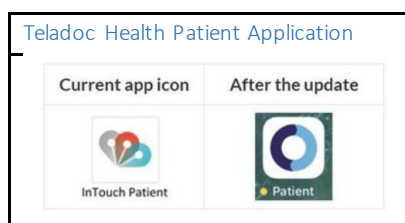
- a. **Working from an Island Health Windows PC, Yoga, Tangent or Surface Pro devices** - There is no need to update your application; IMIT will make the update for you. Applications will still appear as MyVirtualVisit on your desktop. **After March 1st, it is important to fully shut down your Island Health device and restart.** This will allow the installation on your device if it has not already been completed.
- b. **Working from a Private Practice or Personal Windows or Mac Computer** – After March 1st, launch the InTouch Provider app and follow the prompts to update the application on your device. The InTouch application will be rebranded to Teladoc Health Provider. Application users can also expect changes to the logo and other visual brand elements



After the update, healthcare providers can log in with their existing MyVirtualVisit practice URL (myvirtualvisit.ca.visitnow.org) and credentials as usual.

Patient desktop application update for laptops and computers - What change can my patients expect?

After March 1st, when patients click the link to enter an appointment from their desktop or laptop, they will be prompted to update the application on their device. The InTouch application will be renamed to Teladoc Patient and display a new logo.



For more information and documentation to support updates to personal devices, visit the [MyVirtualVisit Website](#). If you have any questions or concerns regarding the upcoming releases please contact the Clinical Service Desk: x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free) option #3

Platform Improvements/Updates

Scheduling Form Updates

New Visit

Patient

Name / ID

Visit

Waiting Room

MyVirtualVisit Testing

The Patient Will Connect Through

Patient's Personal Device

Date

02/11/2021

Start Time

02:00 PM

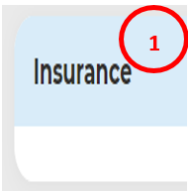
End Time

02:15 PM

A new field will be released to the Scheduling Form on February 23, 2021. This field will display to the right of the waiting room selection field with the following label; ***“The Patient will Connect Through”***.

This field can be used to identify where a patient will be connecting from. As the majority of clients connect from their home using a person device, this field will default to ***“Patient’s Personal Device”*** so that no action is required. Additional options in this dropdown will include ***“My Own Device”*** or any Care Locations assigned to the waiting room. These additional selections will be used to support distinct clinical workflows and should not be selected unless additional training has been provided to your program.

Updates to Patient Profile (Insurance)



A new “Insurance” field will now display at the bottom of the patient profile when editing. Island Health will not use this field, **it should be left blank for all Island Health Patient Profiles.**

As always, your feedback is important to us. If you have a suggestion, comment, or a story about how MyVirtualVisit has influenced your practice, please send it to telehealth@viha.ca

Previous MyVirtualVisit NEWS publications are available at the bottom of the [MyVirtualVisit Information for Providers](#) page.

Provider Support at 1-877-563-3152 | Patient Support at 1-844-442-4433 | Feedback to telehealth@viha.ca

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