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.

Account Requests and Changes

For programs already using MyVirtualVisit, account changes and new accounts can be requested via the new Account Request and Change form.

Programs or clinics not yet using MyVirtualVisit can request on-boarding by contacting telehealth@viha.ca.

Using MyVirtualVisit with VPN

Users can now access MyVirtualVisit and conduct consultations while connected to the Island Health network via VPN! Just log in as usual, sign in to the VPN, and then launch your usual programs, including the MyVirtualVisit desktop app.

This change is a direct result of user feedback. Your experiences, concerns, and suggestions continue to guide how the MyVirtualVisit platform develops as well as the changes we make to better support you. Please continue to send your feedback to telehealth@viha.ca.

Quick Tips for Better Calls

Improve your efficiency by taking advantage of these functions and system improvements:

- **Reason for Visit tagging.** A new feature allows editing the Reason for Visit field, which can help manage and organize appointments in your waiting room. Tag the visit (e.g., with a specific provider or service) to make it easier for clinicians sharing a waiting room or supporting more than one specialty to identify their clients.

  Select the upcoming appointment and navigate to the appointment summary page. Click edit, add the reason for visit tag, then hit save.
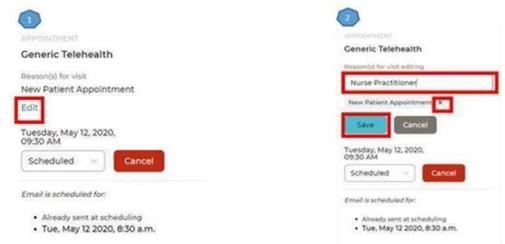

- **Adding another provider/user to join an appointment.** During an appointment, you can invite another MyVirtualVisit user to join, regardless of whether they have access to your waiting room(s) or work out of the same clinic/program. Invited users will see an appointment titled request presence appear in their queue.

  Open the Add Participants Invite tab, then enter the other user's name in the search field. Double click on the correct name when it appears.
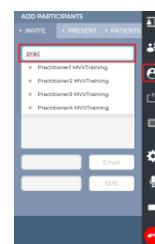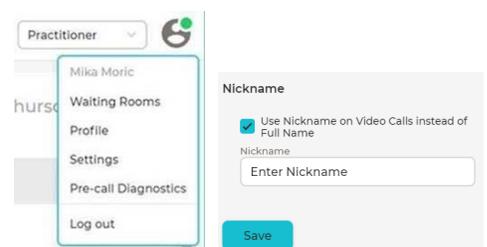

- **Calling another provider/user directly.** You can video call another MyVirtualVisit user directly from your queue. They will see an appointment appear in their queue, and if they have Provider-to-Provider notifications enabled, they will receive an email and/or SMS message.

  Enter the other user's name in the Providers field, and then click connect. the correct name when it appears.
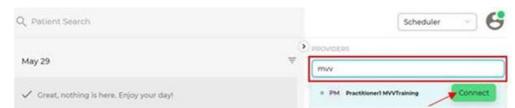
- **Changing your display name via Nickname.** Do not change your registered user name unless it has been incorrectly entered into the system.

  To change the name that displays to your patients, enable the nickname field on your provider profile.