BC VIRTUAL VISIT | island health

An update from Island Health's Virtual Care Team – sharing news and updates to improve the virtual visit experience for you and your clients.

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TEST CALLS FOR BC VIRTUAL VISIT HEALTHCARE PROFESSIONALS

The Virtual Care team is now offering test calls for BC Virtual Visit users. A test call can be scheduled as supplementary training for new or existing BC Virtual Visit users.

What is a test call and how will it help me? What will it include?

A "test call" is a 1:1 connection with a Virtual Care team member with the objective of making sure users are confident and comfortable using BC Virtual Visit.

During a test call, the Virtual Care team will help ensure the device you plan to use for the video visit is set up and working as expected. We will check your camera and microphone settings and walk you through a few key concepts related to BC Virtual Visit such as: creating a patient profile, scheduling an appointment, and joining an appointment with a patient.

How can I schedule a test call with the Virtual Care team?

You, or your direct report, can schedule a test call by either emailing telehealth@islandhealth.ca or calling **250-519-1944.**

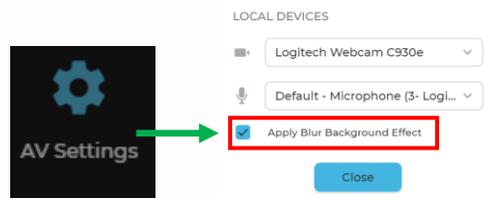## RECENT UPDATES TO THE BC VIRTUAL VISIT DESKTOP APPLICATION

The BC Virtual Visit desktop application was recently updated. All Island Health desktop, laptop, and surface pro devices have already received the update. If you are using the BC Virtual Visit desktop application from a non-Island Health computer, please follow any prompts you may receive as part of the automatic application update.

Blurred background for providers and patients introduced with this version

Providers and patients using the desktop application now have the option to blur their background when connected in a video call.

Reminder: Following privacy best practices, please continue to positively identify your client and ensure all additional participants are identified, regardless of whether you or your client are able to see them. You likely will not want to use this feature if you have other participants in the room with you.

You can access the blurred background effect from the AV Settings available on the bottom menu bar during the call.

RECENT UPDATES TO THE BC VIRTUAL VISIT PROVIDER iOS APP

The **Patients** and **Waiting Rooms** tabs are now accessible through the menu button on the iPhone app.
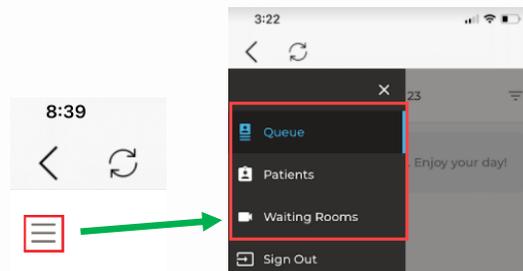
Patients tab

Allows you to search and view all patients registered in the system. The ☰ button allows you to filter and search by a specific patient identifier including: legal name, DOB, or PHN.

Waiting Rooms tab

Displays all waiting rooms you have access to, and allows you to schedule and join appointments from a given waiting room.

Use the [Schedule +] button to schedule a visit.

REMINDER: TELEHEALTH ROOMS AVAILABLE FOR USE BY PATIENTS

Virtual Care Services continues to support the use of dedicated Telehealth equipment, with 73 endpoints in 49 Island Health facilities. While BC Virtual Visit may be the preferred virtual care application for many patients and providers, with its ability to connect individuals at home on their smart devices, there are situations where traditional telehealth services may provide the best care option for patients.

Remember to consider telehealth for your patients if:

- Your patient does not have access to a device
- Your patient does not have reliable internet or Wi-Fi access
- Your patient has expressed a lack of confidence or comfort in using technology
- The nature of your consultation is such that the patient is anxious about what you might be needing to tell them
- Your patient has a hearing deficit
- Your patient is admitted to a facility

Unsure about which solution you should use to connect with your patient?
Contact us at telehealth@islandhealth.ca or by telephone at **250-519-1944**. We will be happy to help guide you through the options available and can help coordinate telehealth room bookings for virtual visits via Jabber.

BC VIRTUAL VISIT CONTINUED LEARNING SESSIONS

The Virtual Care team hosts live, online education sessions to provide ongoing support and training for BC Virtual Visit users. Visit the BC Virtual Visit Intranet site for more information.

Upcoming sessions:
- December 8, 12:00pm – 1:00pm
- January 12, 12:00pm – 1:00pm

All sessions will be held by way of Zoom. Register by email to telehealth@islandhealth.ca

NEWSLETTER RESUMING JANUARY 2022

This will be our last newsletter for 2021 and we will resume again in January.

Happy Holidays from the Virtual Care team and thank you for another successful year!

Your feedback is important to us. If you have a suggestion, comment or a story about how BC Virtual Visit has influenced your practice, please send it to telehealth@islandhealth.ca.

Find previous updates at the bottom of the BC Virtual Visit Information for Providers webpage.

Healthcare Provider Support: 1-877-563-3152 | Patient/Client Support: 1-844-442-4433
BC Virtual Visit Information for Providers | BC Virtual Visit Information for Patients/Clients