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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- This is a special edition focused on our BC Virtual Visit – Cerner integration phase one go-live

CERNER INTEGRATION PHASE ONE GO-LIVE UPDATE

Today we will begin to go live with our first phase of integration between BC Virtual Visit (BCVV), and Cerner. This first phase of the project will result in the creation of over 130,000 new patient profiles in BC Virtual Visit and validation of around 22,000 existing profiles against Cerner.

After this launch, basic patient demographic data will automatically flow from the Cerner patient profile to BC Virtual Visit when a client has opted-in to receive virtual care and the 'YES' option for consent to use email is selected in PMOffice. This automation will save you time when booking virtual care appointments as many more profiles will become readily available in BC Virtual Visit.

Things to watch for when scheduling your next BC Virtual Visit appointment

From October 27th onward, there will be thousands of more patient profiles readily available in BC Virtual Visit (BCVV). Prior to scheduling an appointment in BC Virtual visit, always search to see if the desired patient profile already exists before creating a new one.

A reminder that email and phone information from Cerner *will not* flow through to BC Virtual Visit in this phase of the project. Programs will still need to collect, verify and add the client's preferred email and mobile phone number (required for SMS notifications) when scheduling the appointment in BCVV.

What to do if a profile doesn't exist in BC Virtual Visit
Cerner Users

If a profile *does not* exist in BC Virtual Visit, and you use Cerner for your registration and/or scheduling activities, it may be that the patient has not consented to participating in a virtual visit, consent has not been captured in Cerner PMOffice, or that we weren't successful matching the patient's demographic data with Cerner*.

1. Check Cerner PMOffice to see that client consent has been recorded as 'Yes' for Island Health to use their email to contact them about Virtual Care.
2. If consent has been received, but is not recorded in PMOffice, edit the Cerner record to select 'yes' to virtual care.

3. Once consent is obtained for virtual care, and recorded as 'yes' in PMOffice, a BC Virtual Visit patient profile will be automatically created.

This is the preferred method to generate a patient profile in BC Virtual Visit to ensure that patient demographic data is validated against Cerner.

When profiles are identified as being a possible match, but don't meet our strict criteria for positive patient identification, we have a review process in place. Our team will be working with our Health Information Management partners to identify any matching errors and make necessary updates in Cerner and/or BCVV. It is possible that some profiles that were previously in BCVV may be removed through this process due to the quality of information and our inability to make a match; following the steps above will initiate the creation of a new profile.

Non-Cerner Users
If a profile does not exist in BC Virtual Visit and your program does not use Cerner for registration and/or scheduling activities a patient profile can be manually created in BC Virtual visit.

Impact to patient preferred names (nicknames, alternate names etc.) after go-live
Legal first name, middle name and last name will populate for all patient profiles created through integration. If a patient has a preferred name or nickname stored in any of these fields, these will be overridden by Cerner data after go-live. Consequently, patients' full legal name will show in the notifications that go to them about their appointment.

In addition, the legal name will also be visible during the video call to the provider hosting the appointment. Please consult the patient chart for a preferred name and be sensitive to this as we know this is really important to some of your patients. We are working with our vendor to find better ways for preferred names to be recorded and viewable during the appointment in BC Virtual Visit.

Questions/comments/suggestions about this integration work?
If you have any questions, comments or suggestions about this project or BC Virtual Visit, please get in touch with us – telehealth@islandhealth.ca.

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:
- November 10, 12:00 p.m. – 1:00 p.m.
- December 8, 12:00pm. – 1:00pm.

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

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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@viha.ca

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

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