BC VIRTUAL VISIT | island health

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

DECEMBER 12 2024 – Issue # 24-12
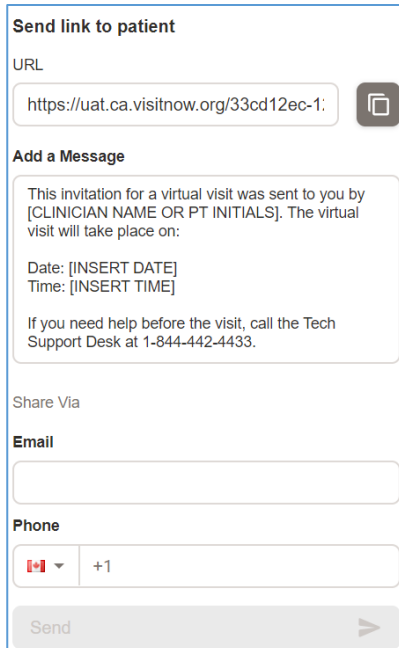
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Holiday greeting from the Virtual Care Services Team

HAPPY HOLIDAYS

Warmest thoughts and best wishes for a wonderful Holiday and Happy New Year!

-Virtual Care Services Team

New feature: Custom default invitation message for waiting rooms

To invite a patient or guest to join a BC Virtual Visit appointment, health care providers can send a link directly to their BCVV Waiting Room. This link can be sent to guests, such as family members, to attend a BC Virtual Visit appointment, and can also be used to start an on-demand BC Virtual Visit appointment with patients. Starting the week of December 16th, a new default invitation message will display in the "**Add a Message**" box for all waiting rooms:

Send link to patient

URL

https://uat.ca.visitnow.org/33cd12ec-1:

Add a Message

This invitation for a virtual visit was sent to you by [CLINICIAN NAME OR PT INITIALS]. The virtual visit will take place on:

Date: [INSERT DATE]
Time: [INSERT TIME]

If you need help before the visit, call the Tech Support Desk at 1-844-442-4433.

Share Via

Email

Phone

🇨🇦 ▾ +1

Send

"*This invitation for a virtual visit was sent to you by [CLINICIAN NAME OR PT INITIALS]. The virtual visit will take place on:*

Date: [INSERT DATE]

Time: [INSERT TIME]

*If you need help before the visit, call the Tech Support Desk at 1-844-442-4433.*"

NOTE: There is a 255-character limit on this message after which you are unable to add more text. If you have any concerns about the waiting room's default invitation message, please contact VirtualCare@islandhealth.ca

Prior to sending the invitation, click on the message to fill in the **clinician's name/patient's initials, and date and time** for the visit. Please do not include any personally identifiable information in this message (e.g., patient's full first and/or last name, PHN, DOB, etc.). The link for the invitee to join the visit will automatically be added to the end of the message after it is sent.

New feature: Noise suppression available during video calls

To enhance the BC Virtual Visit user experience, noise suppression is now available during video calls for both patients and providers. When background noise is present, it is filtered out from the user's mic when the feature is turned on. Noise suppression is turned on by default and can be turned off by a user from the in-call "AV Settings".

Step 1: Click "AV Settings" in the bottom left corner.
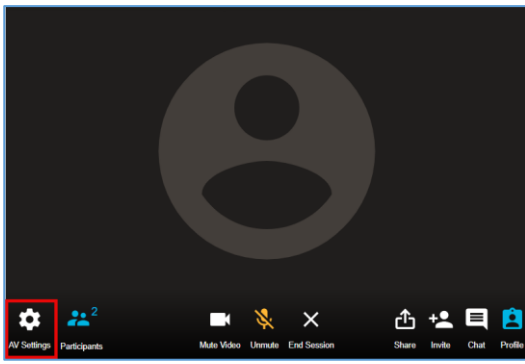
Step 2: Locate the "Noise Suppression" toggle, and click it to turn it off.
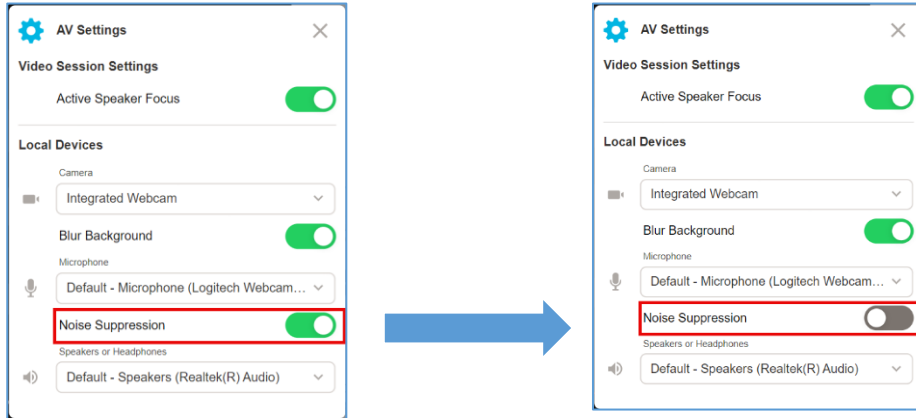
Call out for interest in BC Virtual Visit Quality Improvement

In the new year, Virtual Care Services will be implementing Quality Improvement (QI) initiatives in BC Virtual Visit waiting rooms to introduce new features. This includes:

- Customization of Provider Running Late notifications,
- Customization of the Waiting Room message,
- Creation of a default invitation message, and more!

Participation in this QI Engagement will consist of a 2-to-4-week commitment to engage with the Virtual Care Services team. If you'd like to participate in QI for your program's waiting room settings, please reach out to VirtualCare@islandhealth.ca to be added to the priority list.

BC Virtual Visit drop-in training sessions

The Virtual Care Services team will be hosting a series of live, online education sessions to provide ongoing support and training for BC Virtual Visit users. Visit the BC Virtual Visit Information for Health Care Professionals page for a list of topics.

These training sessions will be held over Zoom. **If you would like to attend any of the following sessions, please click here to select the session you wish to attend and register for.**

Next session:
- **January 15th, 2025, 2:00 PM – 3:00 PM**

Upcoming sessions:
- **February 10th, 2025, 2:00 PM – 3:00 PM**

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 virtualcare@islandhealth.ca.

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

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