

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

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Changes to the Patient Support Desk

The Provincial Health Services Authority (PHSA) has provided a technical support desk supporting patients with virtual visit applications since 2020. Starting November 26th, support for patients will be transitioned to an Island Health support desk provided by the Virtual Care Technology Services team.

Island Health's Virtual Care Patient Support Desk will provide the same support for BC Virtual Visit (BCVV) patients with no interruption to current support services. **The Virtual Care Patient Support Desk will be available Monday to Friday from 8 AM to 4 PM PST (excluding statutory holidays), and the phone number is 250-519-1944.**

Important: If your program distributes custom BC Virtual Visit-related documentation, please ensure to revise the materials to reflect the new changes. Please note, if your program has printed BC Virtual Visit business cards, they will not reflect the new Patient Support Desk number. Please hold on submitting order requests as the BCVV business card is currently undergoing updates to reflect these changes. To find the most up-to-date information regarding BC Virtual Visit, best practice is to direct patients to the [Island Health BC Virtual Visit Internet Page](#). This ensures information provided to patients is up to date.

Should you have any questions about this upcoming change, please contact VirtualCare@islandhealth.ca.

New Feature Coming Soon: Video Interpreting for American Sign Language (ASL) and an Expanding List of Languages Available in BC Virtual Visit

Coming soon in December, we are excited to announce video interpreting for American Sign Language (ASL) and an expanding list of spoken languages can be scheduled or invited on-demand directly within BC Virtual Visit - an addition to the audio-only interpreting service that has been available in BC Virtual Visit since June of this year.

This enhancement makes it easier to connect patients with language supports by allowing BC Virtual Visit users to book American Sign Language (ASL) and video interpreters from directly


within BC Virtual Visit, rather than separately through the Provincial Language Services (PLS) booking portal. Interpreting services are available to support patient care at no cost to clinical programs. **Island Health interpreting services should only be used for conversations about a patient's care.**


Video interpreters can be:

- Scheduled to join a BC Virtual Visit appointment from the Scheduling form
 - For detailed steps, please review the [BC Virtual Visit Scheduling QRG](#) (pages 5-6).
- Added on-demand within a BC Virtual Visit call from the Invite panel
 - For detailed steps, please review the [Adding an On-Demand Interpreter to a BC Virtual Visit Call QRG](#).

Once you have selected the patient's preferred language, you will now have the option to choose "Join via video" for a video interpreter, or "Audio Only" for an audio interpreter. Video interpreting is available for American Sign Language (ASL) and a growing list of languages. If you do not see an option to select "Join via video", then only audio interpreting is available for that language.

Prefer Interpreter to Join By

☒  Join via video

☐  Audio Only

Reason For Visit Update

In alignment with this update, we will be removing the "Video/ASL Interpreter Booked Via Provincial Language Services Portal" reason for visit from each waiting room.

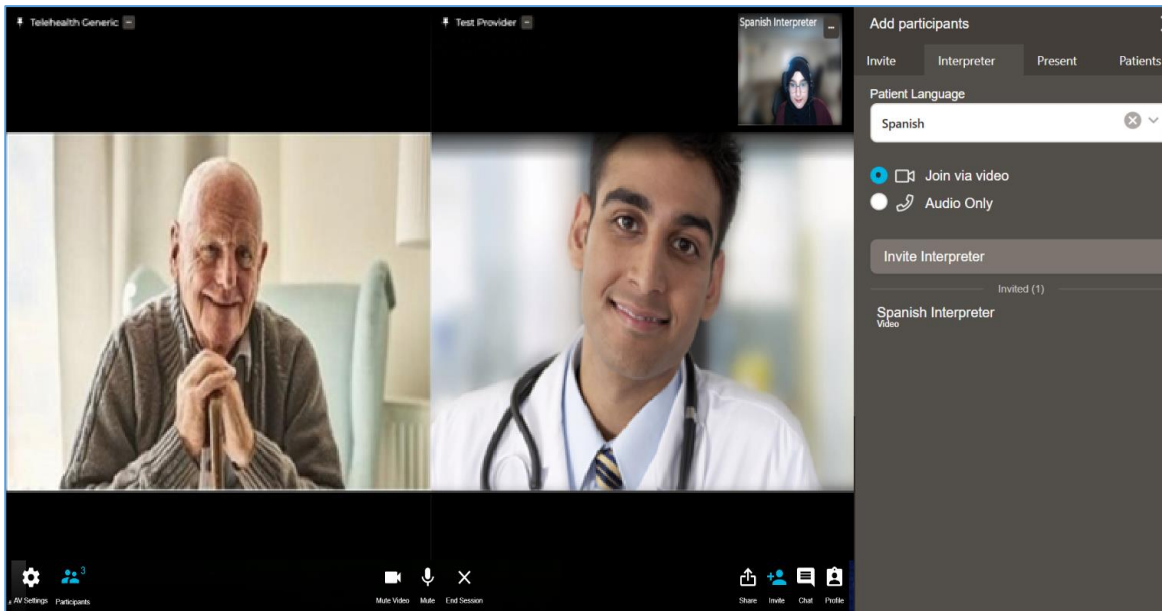
Reason(s) for Visit

☐ Test Appointment

☐ Video/ASL Interpreter Booked Via Provincial Language Services Portal

Other

BC Virtual Visit Appointment With A Video Interpreter



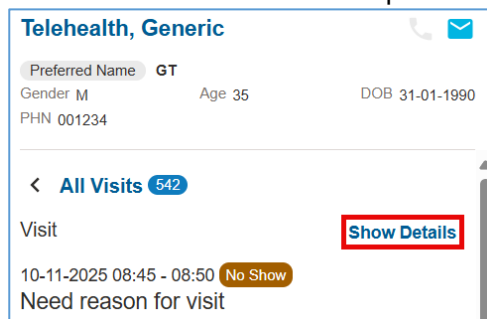
When a video interpreter joins a BC Virtual Visit call, they will be seen on video and will be able to hear and speak during the call.

If you have additional questions, please email virtualcare@islandhealth.ca, or attend one of our upcoming drop-in training sessions. For more information about Interpreting Services, please access the intranet page [here](#).

New Feature: Patient Notifications History

A notification log is now available in BC Virtual Visit and provides users with an overview of a patient's notification history. This includes the email address and/or phone number the notification was sent to, the date and time it was sent, and the event that triggered it. To access a patient's notification history for a specific visit:

1. Locate and select the visit from the Queue, Schedule, or Waiting Room tab.
2. Click **"Show Details"** from the panel on the right-hand side of the screen.



3. From the appointment summary page, scroll down to the bottom of the screen to view the **"Patient Notifications History"** section.

| Patient Notifications History | | | |
|-------------------------------|-----------------------------|-------|----------------------------|
| Time | Contact | Type | Event |
| 10-11-2025 08:44 | generictelehealth@gmail.com | Email | 1 minute(s) prior to visit |
| 10-11-2025 08:42 | generictelehealth@gmail.com | Email | At scheduling |

BC Virtual Visit Drop-In Training Sessions

The Virtual Care Technology 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 page](#) for a list of topics.

These training sessions will be held over Zoom. If you have specific education needs or questions, please provide this information during registration. **To attend any of the following sessions, please click [here](#) to select the session you wish to attend and register for.**

Next session:

- December 15th, 2025, 2:00 PM – 3:00 PM

Upcoming sessions:

- January 14th, 2026, 2:00 PM – 3:00 PM
- February 9th, 2026, 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 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](#)