

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

## SEPTEMBER 19, 2024 – Issue # 24-09

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### BC Virtual Visit Milestone: 100,000 Virtual Visits Completed!

From February 2020 to August 2024, BC Virtual Visit has supported **102,624 virtual visits** between patients and their health care providers.

Early in the COVID-19 pandemic, BC Virtual Visit became a key solution to support continuation of services. The use of video visits to supplement in-person services and improve access to care continues to be a top strategic priority for Island Health. The Virtual Care Services team supports the implementation of video visits into clinics for pre-scheduled appointments, in the moment consultations, provider to provider consultations, access to professional interpreting services, virtual registration, and many more unique use cases.

#### Top Programs Using BC Virtual Visit

BC Virtual Visit is used by a diverse range of clinical program areas across Island Health. *Ambulatory Care* (**42,198 total virtual visits**) and *Mental Health and Substance Use* (**29,825 total virtual visits**) are among the highest users of BC Virtual Visit.

Additionally, BC Virtual Visit is currently used to support *Remote Registration* of patients in rural and remote sites. Since 2020, **14,716 remote registration visits** occurred using BC Virtual Visit, supporting afterhours staffing in smaller sites.

#### What do our Patients Think?

Virtual Care Services continues to seek feedback from our providers and patients using the solution. Over the past 4 years, patients who responded to a BC Virtual Visit survey reported the following:

97.5%

of users would recommended BC Virtual Visit to their family or friends

96.2%

of users felt that BC Virtual Visit was easy to use

93.7%

of users felt it was easier to have their appointment using BC Virtual Visit than travelling to their provider

Some quotes from patients include:



*"I was very impressed with the Virtual visit how easy it was to use. Thank you"*

*"This visit was very effective, and I am grateful to not have to visit the clinic in person and to feel like I still got quality care."*

*"I am so grateful that I can see my healthcare provider from my living room."*

*"Being an older person with limited skill in the virtual world I found this process to be quite easy to follow."*

*"This made a big difference in not having to travel 3 or more hours to see my healthcare provider."*

*"A very easy and environmentally friendly way to discuss my care with the team."*

*"Easy to use and avoid long travel to attend appointments."*

*"This is such an amazing tool!!! I love it!! I live in a rural area, so this is so much easier!! Thank you!!"*



## Updates to Patient Email and SMS Notifications

The Virtual Care Services team have been working with our patient partners to identify areas for improvement in the email and SMS notifications sent to patients through BC Virtual Visit. Based on patient partner's feedback, minor updates will be implemented to the notifications for appointment invitations and cancellations.

These changes will be made on **Friday, September 20<sup>th</sup>**.

### General updates include:

- The patient's Preferred First Name will now be included in notifications. If no preferred name exists for a patient, their Legal First Name will be used instead. For information on adding a patient's preferred name to their BCVV profile, please review the [September 2023 BCVV newsletter](#).
- Different email subject lines have been set for the confirmation, reminder, and cancellation emails to patients. The appointment date and time have also been included in the email subject line. For example:
  - "Confirmation: Virtual Visit on Friday, September 20, 2024 at 09:00 am PDT"
  - "Reminder: Virtual Visit on Friday, September 20, 2024 at 09:00 am PDT"
  - "Cancelled: Virtual Visit on Friday, September 20, 2024 at 09:00 am PDT"
- Meeting details (date, time, patient name, waiting room name) have been included at the beginning of the email notifications.
- Instructions have been made clearer and easier to follow:
  - e.g. "Click on the blue 'Enter Waiting Room' button below to join your visit".
- The SMS notifications have been rearranged to make more sense from a patient's perspective.

If you have questions or feedback about any of the updates made, please let us know at [virtualcare@islandhealth.ca](mailto:virtualcare@islandhealth.ca).

## New Provider Notification: Appointment Cancelled Notification

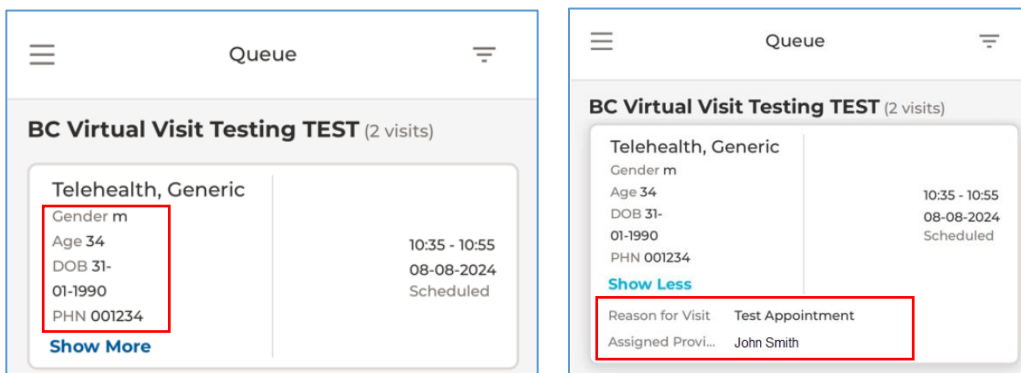
Health care providers can now enable email and SMS notifications for when an appointment is cancelled in their waiting rooms. For information on how to enable the **Appointment Cancelled** notification, please review the [BC Virtual Visit: User Profile Settings guide](#).

- Enabling this notification will notify you of all appointment cancellations in your waiting rooms, even if you are not the assigned provider.
- To only see this notification for appointments where you are the assigned provider, check off “*Notify About My Patient's Events Only (Where I'm Assigned Provider)*” under notification settings.
- You can set this notification for “All Services” (all waiting rooms you have access to) or “Set for Specific Service” (select which specific waiting room you want to set this notification for).

## New Provider Mobile Feature: Patient Identifiers on Queue and Waiting Room Pages

Patient identifiers can now be viewed for appointments on the **Queue** and **Waiting Room** pages of the Provider mobile experience. This will allow providers to quickly complete positive patient identification (PPID) before connecting into a call on their mobile devices. This feature is available on the BC Virtual Visit Provider iOS application, as well as on Android devices via browser.

Tapping “Show More” will also display the **Reason for Visit** and **Assigned Provider**.



## 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:

- **October 14, 2024, 2:00 PM – 3:00 PM**

### Upcoming sessions:

- **November 13, 2024, 2:00 PM – 3:00 PM**
- **December 9, 2024, 2:00 PM – 3:00 PM**
- **January 15, 2025, 2:00 PM – 3:00 PM**
- **February 10, 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](mailto: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/Client Support: 1-844-442-4433**  
**[BC Virtual Visit Information for Health Care Providers](#) | [BC Virtual Visit Information for Patients/Clients](#)**