

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

October 2024

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

Early in the COVID-19 pandemic, the BC Virtual Visit application became a key solution to support the 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.

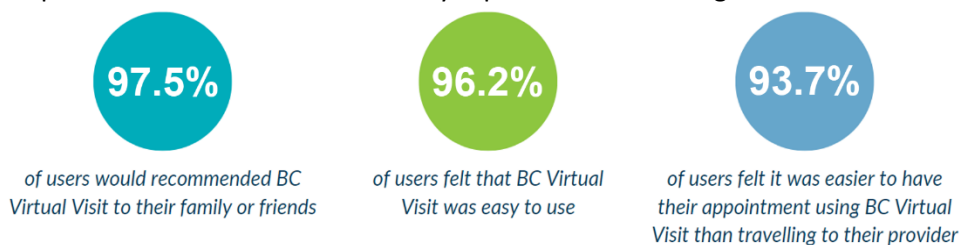
Top Programs Using BC Virtual Visit

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 after hours 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:



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!!"