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 patients.

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- Improved patient profile search functionality
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CERNER INTEGRATION UPDATE
BCVV data remediation and recording a patient's preferred name

As part of our efforts to prepare for our first integration with Cerner, we are continuing our data remediation efforts. A review of our BC Virtual Visit patient profiles found that 550 out of 20,000 have a preferred name in brackets or quotation marks in the First Name field. When we integrate with Cerner, these fields will be overwritten by the information in the Cerner first name field. In an effort to preserve the preferred name information in these patient profiles, we will be moving it.

Starting August 24th, we will begin making changes to these profiles to remove the preferred name from the legal First Name field and move it to the Alias field located in the edit screen of the patient profile.

We are working with our vendor to improve the visibility of the preferred name field (currently labelled as "Alias") so that it is easier to view the name that our patients go by.
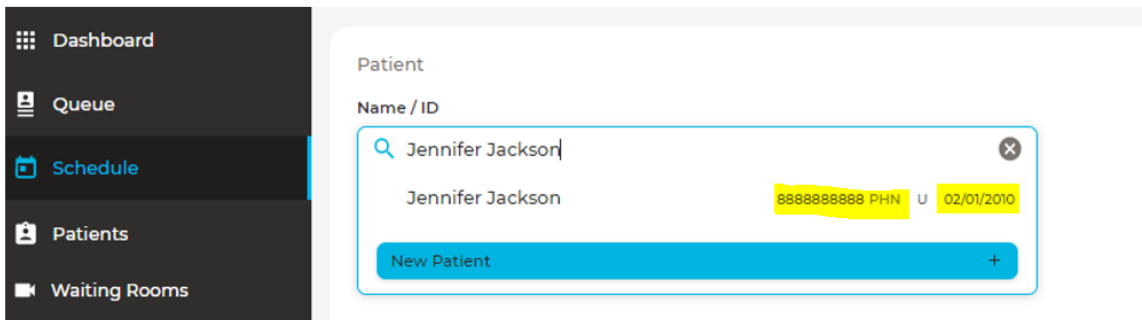
How can you help?

- When visiting with your patient confirm their preferred name from the patient's chart.
- If required, you can also check to see if a preferred name has been added to the Alias field by selecting a patient profile in BCVV and clicking the edit button.
- Going forward, please add the patient's preferred name to the Alias field as the First Name field will be overwritten with Cerner first name information once we go live with integration.

Read more about this our integration with Cerner in last month's article in TheWeekly

NEW SIMPLER WAY TO SEARCH FOR PATIENT PROFILES

When searching for a patient profile the patient's PHN and DOB are now visible in the search results. This means more certainty when scheduling or completing positive patient identification that you have located the correct profile.

We have also added more ways to search for a patient. It is now possible to search for a patient by PHN or MRN, in addition to the patient's legal name; preferred names (Alias field) are not available through search at this time. This change applies to all search fields in the system.

NEW BCVV WALLET CARD AND VIDEO LEARNING RESOURCES

We want to ensure your patients feel as comfortable as possible attending their virtual visit. In addition to the information available on our website (www.islandhealth.ca/bcvirtualvisit), we have developed a printed wallet card and instructional videos for attending a visit from various devices.

BC Virtual Visit printed wallet card

A new BCVV wallet card is available to order from Island Health, Print Services. The card (pictured below) can be given to clients who may be scheduled for, or considering the option of, a virtual visit. Submit a print job request with the document name *BC Virtual Visit Wallet Card* to order.

BCVV Patient Video Education Series

Instructional videos are now available for patients on the BC Virtual Visit website, including:

- How to participate in a BC Virtual Visit appointment, and
- How to prepare for your visit:
  - from a desktop computer or laptop
  - from a mobile device

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:

- September 8, 12:00 p.m. – 1:00 p.m.
- October 13, 12:00 p.m. – 1:00 p.m.
- November 10, 12:00 p.m. – 1:00 p.m.

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