

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.

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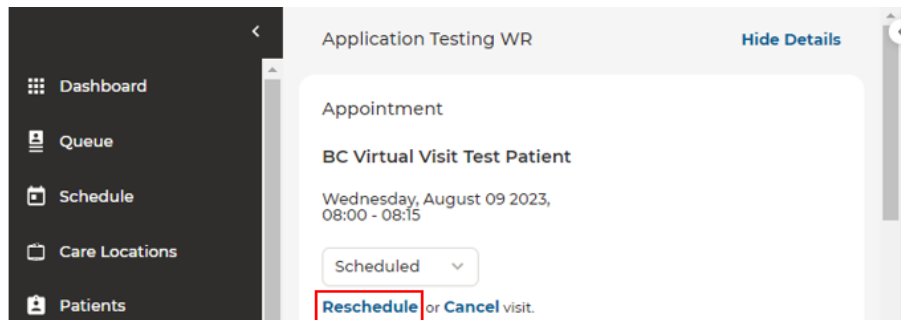
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New Functionality: Rescheduling a BC Virtual Visit Appointment

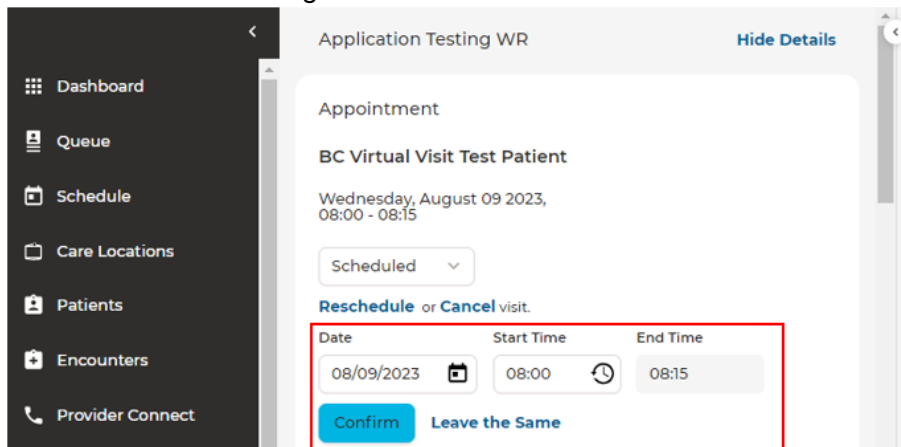
We are pleased to announce that users are now able to reschedule appointments in BC Virtual Visit. This enhancement significantly improves the workflow for users, eliminating the need to cancel and subsequently schedule a new appointment as was previously required.

To reschedule an appointment:

1. Navigate to the appointment summary page
2. Click *Reschedule*



3. Select a new date and start time, and confirm the visit duration
4. Click *Confirm* to save changes



Please refer to the [scheduling quick reference guide](#) for more information.

Patient Virtual Health Technical Support Services Ceasing Saturday Support

As of July 15, 2023, the support desk no longer takes calls on Saturdays due to call volumes on Saturdays being significantly lower compared to weekdays and calls being non-urgent in nature.

Patients can still call 1-844-442-4433 (toll-free) for technical support for Zoom and BC Virtual Visit from Monday to Friday, 7 am to 7 pm.

The updated support desk hours will be reflected in the technical support section of all appointment invitations.

BC Virtual Visit Provincial Evaluation Summary

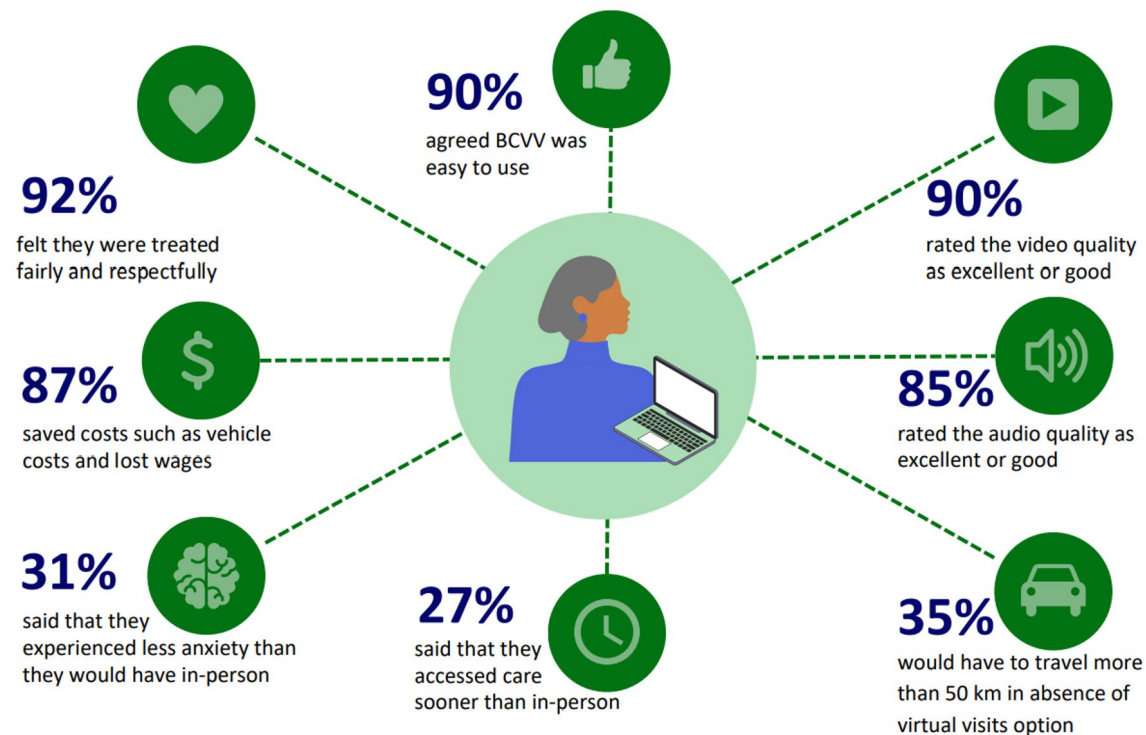
Since March 2020, multiple health authorities have implemented BC Virtual Visit to enable audio and video virtual visits between patients and providers. To support future decision-making around the use and scalability of BC Virtual Visit, a provincial evaluation was conducted between November and December of 2022 to assess user experience of patients and providers.

A total of 376 patient responses were received from PHSA, Island Health, Providence Health Care, Vancouver Coastal Health, and Northern Health, with 198 responses from Island Health patients. Results from the provider surveys were not generalizable because of the low sample size and low response rate, thus only a summary of patient responses will be described below.

General Findings

- Island Health is the largest user of BC Virtual Visit across the province, with Island Health providers accounting for 79% of total cumulative active users

Patient Experience Feedback



BC Virtual Visit Benefits Realization for Patients

- ✓ Cost/productivity: Saving money and time (vehicle costs, lost wages, travel time, etc.)
- ✓ Avoiding potential exposure to communicable diseases (e.g. COVID-19)
- ✓ Experiencing less physical and mental anxiety than in-person visits
- ✓ Accessing care faster/sooner than in-person visits

Key Recommendations *(that we will explore in collaboration with the other health authorities)*

- Providing more clear instructions to patients on how to set-up BC Virtual Visit
- Ensuring higher video and audio quality of the video visits

BC Virtual Visit Drop-in Training Session

The Virtual Care Services team will be hosting a live, online education session to provide ongoing support and training for BC Virtual Visit users. Visit the [BC Virtual Visit Information for Healthcare Professionals page](#) for a list of topics.

Upcoming session:

- **August 16th, 2023, 3:00 PM – 4:00 PM**

This training session will be held over Zoom. **If you would like to attend this session, please click [here](#) to register.**

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](#)