

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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Holiday Greeting from the Virtual Care Services Team



Culturally Safe and Sensitive Virtual Care - Call for Focus Group Participants

Partnering on Appropriate Virtual Care Collaborative (PAVC) project is a joint collaboration between Healthcare Excellence Canada, and Provincial Health Services Authority (PHSA): the Office of Virtual Health (OVH) and Provincial Language Services (PLS).

The PAVC project will be working towards creating a resource which outlines what are considered safe, high quality, and culturally sensitive virtual health interactions between community members (patients, families, caregivers) and health care team members.

As a part of this project, the PAVC team is seeking to engage with health care team members (providers, administration staff, etc.) to understand their experience with virtual care.

If you would like to participate in an online focus group or individual interview to share your experiences, please contact the Project leader via email by December 15th:

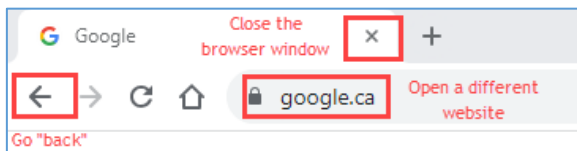
hira.aziz@phsa.ca

More information on the PAVC project, can be found [on our website](#).

New Feature: Confirmation Dialogue when Exiting Waiting Room or Video Call

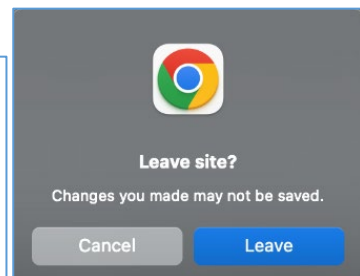
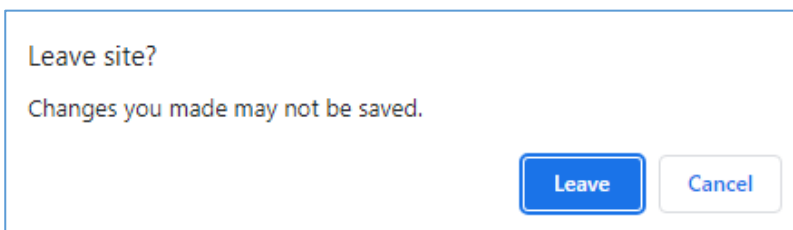
A confirmation dialogue will now be displayed asking patients to confirm that they would like to leave the Virtual Waiting Room and Video Call pages. This will display when a patient:

- closes the browser window,
- uses the browser's "back" button, or
- tries to open a different website in the same window.



This will reduce accidental navigation away from the Virtual Waiting Room or Video Call by providing an additional confirmation step for patients before they close or leave the page.

Confirmation dialogue when patients exit the Virtual Waiting Room or Video Call by closing the browser window (clicking "x") or opening a different website in the same window:



Confirmation dialogue when patients exit the Virtual Waiting Room or Video Call by using the “back” button:

<p>Exiting the Virtual Waiting Room:</p> <p>Would you like to leave?</p> <p>You will proceed to thank you page and can return later if you would like to.</p> <p><input type="button" value="No"/> <input type="button" value="Yes, leave"/></p>	<p>Exiting the Video Call:</p> <p>Do you want to end the call?</p> <p><input type="button" value="Cancel"/> <input type="button" value="End"/></p>
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New Feature: Microsoft Edge Now Supported on Mac Devices

To enhance the BC Virtual Visit user experience, patients and providers using macOS devices can now use Microsoft Edge to access BC Virtual Visit.

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 Healthcare 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:

- **December 13th, 2023, 3:00 PM – 4:00 PM**

Upcoming sessions:

- **January 10th, 2024, 3:00 PM – 4:00 PM**
- **February 14th, 2024, 3:00 PM – 4:00 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](#)