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.

May 12th 2021 – ISSUE #21-4

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- Updates to the Patient Profile Creation Form & Data remediation completed
- Upcoming transition from MyVirtualVisit to BC Virtual Visit

UPDATES TO THE PATIENT PROFILE CREATION FORM

When creating a patient profile in MyVirtualVisit a patient's **Personal Heath Number (PHN)** should be entered as the key identifier. Recently, an issue in the application caused a new field (MRN) to be introduced on the patient profile creation, causing confusion for many users. This profile creation process has now been corrected to prompt users to input PHN at the time of profile creation.

A few important notes to remember when adding a patient profile:

- **Always** confirm whether a profile exists prior to creating one. Search by Last Name, First Name, DOB and PHN
- When creating a profile include all mandatory fields including: First Name, Last Name, DOB, Gender and PHN.

- When entering the PHN enter the 10 digit number only. **Do not** include letters numbers, spaces, dots or dashes. Data remediation is currently under way to correct existing profiles with characters or spaces.

PHN

5555555555 ✓

Confirm >

- Do not create any fake or test patients in the live environment. If you need to complete a test call follow the approved testing process or use the MyVirtualVisit training environment.
- If your clinical program has a requirements to add a patient's Cerner MRN to the profile, this can be done by accessing and editing a patient profile. For information see the Creating and Updating a Patient Profile Reference Guide"
- For information about how to search or add a client profile in MyVirtualVisit review the Quick Reference Guide.

FROM MYVIRTUALVISIT TO BC VIRTUAL VISIT

MyVirtualVisit is changing to BC Virtual Visit to support the transition to a new provincial strategy for virtual care delivery. In June, BC Virtual Visit branded applications will be rolled out to all Island Health managed desktop and mobile devices. Patients and providers using personal mobile devices will need to download the new BC Virtual Visit app. There will be **no changes to how the applications work** or the privacy and security of your virtual visits.

MyVirtualVisit Provided by Island Health → **BC VIRTUAL VISIT**

Key Information about the upcoming change:

- Application users can expect changes to the name, the logo and other visual brand elements.
- The BC Virtual Visit application will replace the Teladoc application on all mobile and Island Health devices.
- After the change, patients and providers using a personal mobile device will be asked to download the new BC Virtual Visit application.
- Android users will have the option of using a new BC Virtual Visit application.

- Patients and healthcare providers can continue to use a supported browser to attend their virtual visit (Safari, Chrome, Edge or Firefox); Safari is now supported on Mac devices.

How you can prepare for the change

The BC Virtual Visit mobile application is available now on the App Store and Google Play.

Patients and providers using personal mobile devices can download it now, ahead of the change. Once the change to BC Virtual Visit has occurred, the Teladoc Health application can be removed from your mobile device.

If you are using an Island Health managed device, there is nothing to do. IMIT will install the new application for you.

Watch for an IMIT notice with more details about the change and what it means for you and your specific device in the coming weeks.

How you can support your clients with the change

After the change, patients and family caregivers, must use the new BC Virtual Visit app to successfully connect to their virtual appointment from a mobile device.

Please let your June clients know that they will likely be prompted to download the new BC Virtual Visit application when attending their appointment from a mobile device.

UPCOMING BASIC AND ADVANCED TRAINING SESSIONS

In order to provide ongoing support and training for MyVirtualVisit users, the Virtual Care team continues to host live online education classes. Visit the MyVirtualVisit Intranet site for more information.

Upcoming sessions on:

Basic User Training	Advanced User Training
May 19th 2021 @ 5pm - 6pm	May 12th @ 12pm - 1pm

All sessions will be held by way of Zoom. If you wish to attend a session, please email telehealth@viha.ca