

## **Purpose and Goals:**

We are seeking Patient Partners to help improve the quality, clarity, and usability of our Virtual Care Services. Patient Partners will contribute lived experience to ensure that digital health tools, patient-facing materials, and support services are accessible, understandable, and responsive to real patient needs.

Patient Partner input will help:

- Improve clarity and accessibility of virtual care materials
- Strengthen patient confidence in using digital health services
- Enhance responsiveness and empathy in support desk services
- Reduce barriers to care and improve patient satisfaction
- Keep the patient voice at the centre of all improvements, ensuring services reflect real needs, experiences, and expectations

## **Opportunity for Involvement:**

We are looking for 8 – 10 patient partners to participate as advisors and reviewers, bringing the patient perspective to service design and delivery.

Meetings will take place using Microsoft Teams.

This role focuses on:

1. Reviewing patient-facing documents and training materials
2. Providing feedback on virtual care workflows and communications
3. Evaluating and improving the patient support desk (help line) experience
4. Testing Virtual Care applications, devices and technology

Key Contributions include:

- Review virtual care reference guides, FAQs, onboarding materials, and consent forms
- Provide feedback on clarity, tone, inclusiveness, accessibility, and usability
- Test and evaluate patient support desk (helpline) interactions (phone/email/chat)
- Identify barriers to access or understanding in virtual care services
- Participate in feedback sessions or short virtual workshops (as needed)
- Review clinical communication templates (patient-facing)

## **Level of Engagement:**

This rapid response group is at the level of Consult on the IAP2 Spectrum of Public Engagement



Scan the QR code to learn more about patient partnership at Island Health and to link to My Impact to get started on your profile.

## Virtual Care Technology Services – Patient Experience & Support Improvement Program

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### Expected Commitment Length:

Approximately 2-4 hours per month for 18 months starting July 6, 2026. Flexible participation based on availability.

Some optional virtual meetings (30-60 minutes) via Microsoft Teams

### Honorarium:

No honorarium other than reimbursement for any required participation costs

### Posting Close Date:

You can express interest in this opportunity until end of day on June 17, 2026.

### For More Information

- Visit [www.islandhealth.ca/patient-partnership](http://www.islandhealth.ca/patient-partnership) to learn more about patient partnership at Island Health.
- Email [patient.experience@islandhealth.ca](mailto:patient.experience@islandhealth.ca) if you have questions or would like to learn more about this opportunity.
- To submit an expression of interest to join the Virtual Care Technology Services – Patient Experience & Support Improvement Program, set up a profile on My Impact <https://btrr.im/equv5> and someone from the Island Health Patient & Public Partnership Program will get in touch.