



# MyVirtualVisit News

Your monthly update from the Virtual Care team at Island Health, bringing you information to improve your (and your patients') virtual visit experience.

Edition 21-03: April 7<sup>th</sup> 2021

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## Platform Improvements/Updates

### Linking patient profiles for shared family emails



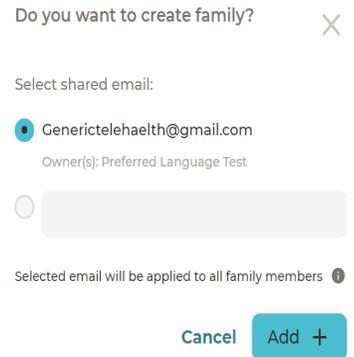
When multiple members of a family share an email, for example a husband/wife or parent/child, the patient profiles can now be linked using the “family” field.

When adding a family member, you will be presented with the option to use the shared email of the account you are linking to, or adjust the email for all family members.

All linked family members will display in the patient profile under the ‘family’ section. When linked as a family, editing the email information for one person will update every profile of the linked family members unless you unlink them.

So that families know for whom an appointment is scheduled, the MyVirtualVisit email invitation will include the name of the family member for whom the appointment is scheduled and the associated program/clinic waiting room.

For more information about how to use this feature, see the [“Using the family feature to Link Client Profiles”](#) Technical Reference Guide.

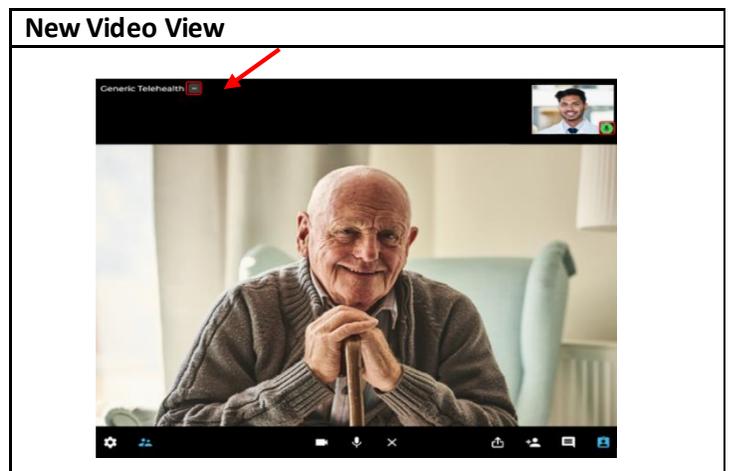
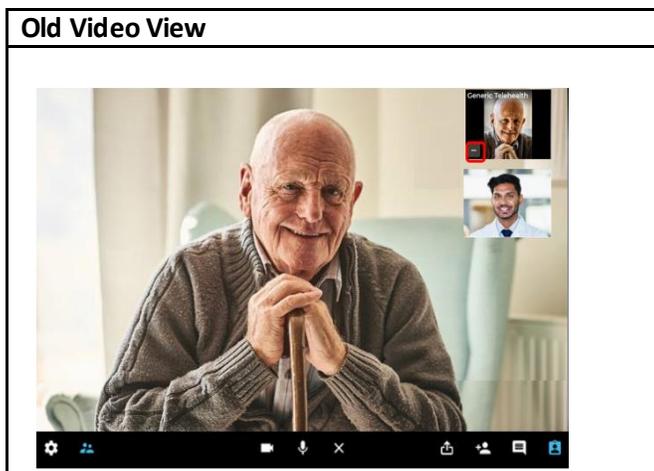


### Privacy considerations for use of the Family feature

Where possible, patients should provide a unique email address for email notifications; however, we recognize this will not always be possible for all patients. It is important to consider privacy when linking emails as all patient invitations for linked family members will go to the same inbox. For additional guidance regarding shared emails for Proxy or Minor Profiles, please see the [documentation on the MyVirtualVisit intranet site](#).

### Updates to the Video Call Interface – Thumbnail icons and “who is speaking” indication

Two small changes have been released to improve the video display and how participants video are shown:



Participants displaying in the main screen of your video will no longer have a thumbnail (small video view) at the top right of the video screen. For example, if you are connected one-to-one with your client you will see the client’s video as the main screen and only your own video icon as a thumbnail.

As part of this change, the menu that allows you to put a single participant on hold, marked by , has moved from the small video thumbnail to the top left, next to the client’s name.

**Coming Soon:** a small microphone



icon will display next to the participant who is speaking.

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## Approved Waiting Room Naming Guidelines – Privacy Review Underway

As part of a quality improvement initiative, the Virtual Care Services team is completing a review of all waiting room names created in MyVirtualVisit since March 2020. The Island Health privacy department has provided updated guidance regarding appropriate naming conventions and terminology. This is due to the fact that waiting room names are included in the email invitation.

Waiting room names that will require adjustment include those with reference to: COVID-19, pediatrics, sensitive diagnosis and/or sexual health or abuse.

Staff listed as a “Waiting Room Owner” for rooms that require changes will be contacted for approval of proposed changes or discussion regarding new waiting room names compliant with the guidance we have received. In the coming weeks, if you are the recipient of such a request, please be mindful this review is time sensitive. If you have any questions or concerns please contact [telehealth@viha.ca](mailto:telehealth@viha.ca)

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## Upcoming Education Opportunities – Basic and Advanced Training Courses

In order to provide ongoing support and training for MyVirtualVisit users, the Virtual Care team will continue to host two online learning sessions; Basic User Training and Advanced User Training. Both sessions are offered twice a month with upcoming session on:

**Advanced User Training** : April 14th at 12:00pm

**Basic User Training** : April 7th 2021 at 12:00pm

All sessions will be held by way of Zoom. To find out more about upcoming online learning sessions and how to register, visit the [MyVirtualVisit Intranet Site](#).

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## Virtual Care- A COVID Year in Review

A lot can change over the course of the year! In order to keep up to the changing landscape and demand for remote and virtual technologies, the virtual care services department at Island Health has nearly doubled in size. For more information about the expansion of technologies, including MyVirtualVisit, check out the recent Weekly article [“A COVID Year in Review”](#)

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As always, your feedback is important to us. If you have a suggestion, comment, or a story about how MyVirtualVisit has influenced your practice, please send it to [telehealth@viha.ca](mailto:telehealth@viha.ca)

Previous MyVirtualVisit NEWS publications are available at the bottom of the [MyVirtualVisit Information for Providers](#) webpage.

Provider Support at 1-877-563-3152 | Patient Support at 1-844-442-4433 | Feedback to [telehealth@viha.ca](mailto:telehealth@viha.ca)

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