

# BC VIRTUAL VISIT



*An update from Island Health's Virtual Care Team – sharing news and updates to improve the virtual visit experience for you and your clients.*

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**APRIL 28 2022 – Issue # 22-04**

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## **REQUESTING YOUR INTEREST IN ATTENDING ONLINE BC VIRTUAL VISIT LEARNING SESSIONS**

The Virtual Care Services team has been offering online education sessions to provide ongoing support and training for BC Virtual Visit users.

In order to gauge continued interest for these sessions, we would appreciate your feedback through a [short online survey](#).

### **Upcoming sessions:**

- May 11, 12:00pm – 1:00pm
- June 8, 12:00pm – 1:00pm

Register by email to [virtualcare@islandhealth.ca](mailto:virtualcare@islandhealth.ca)

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## **NEW FUNCTIONALITY WHEN PATIENT EMAIL OR PHONE NUMBER IS UPDATED**

If a client's primary email address or mobile phone number is updated on their patient profile in BC Virtual Visit, new appointment invitation(s) will be sent to the updated contact information for scheduled appointments. The client can join the visit from either the previous appointment invitation (if still accessible) or the new invitation as the visit link remains the same.

**Phone** +

**Will receive new invitation**

Phone Number	Type
1 <span style="font-size: small;">+1 (250) 590-0647</span> <span style="font-size: small;">Mobile</span>	<span style="font-size: small;">-</span>
2 <span style="font-size: small;">+1 (250) 516-7894</span> <span style="font-size: small;">Work</span>	<span style="font-size: small;">-</span>

**Email** +

**Will receive new invitation**

Email	Type
1 <span style="font-size: small;">generictelehealth@gmail.com</span> <span style="font-size: small;">Home</span>	<span style="font-size: small;">-</span>
2 <span style="font-size: small;">generict@hotmail.com</span> <span style="font-size: small;">Old</span>	<span style="font-size: small;">-</span>

**Reminder:** The clients email address and mobile phone number must be manually updated in BC Virtual Visit until Cerner integration phase 2 is complete. Once complete, changes to the primary email address or mobile phone number in Cerner will flow over to BC Virtual Visit automatically and trigger a new appointment invitation to be sent for scheduled visits.

## NEW CARE LOCATIONS PAGE IN THE PROVIDER APPLICATION

### New Care Locations Page in Provider Desktop, Web and iOS Applications

A new Care Locations page is now accessible from the provider desktop and web applications, as well as the iOS provider app. For those currently using Care Locations, this page is now available in the left-hand navigation. **If your program has not been set up to deliver care through Care Locations, please disregard this page and do not call any of the Care Location devices directly.**

- Dashboard
- Queue
- Schedule
- Care Locations
- Patients
- Waiting Rooms

Care Locations

<span>LTC Facility Care Location</span> <small>Available</small>	<small>Type</small> WebRTC	<small>Last Used</small> Never
<span>LTC Site Care Location</span> <small>Offline</small>	<small>Type</small> WebRTC	<small>Last Used</small> Never

### What is a Care Location?

Care Locations are video enabled devices such as an iPad that allow clients to be connected directly to a BC Virtual Visit waiting room. Care Locations are typically used in workflows where clients are attending from an Island Health facility and pre-scheduling or registration of a patient is not required. Clients in these settings may not have access to a personal device and/or have an active email address.

Some current uses of Care Location devices in practice include:

- Clients connecting from a Care Location iPad from an Island Health facility to an offsite provider or admin resource
  - Post Covid Recovery Clinic (PCRC)
  - Outpatient Antimicrobial Therapy Clinic (OPAT)
  - Inpatient Rehab
  - LTC and Residential Care
  - Safe Consumption Sites
  - Remote registration for clients presenting to rural healthcare facilities

For more information on Care Locations, please watch: [BC Virtual Visit Care Locations on Vimeo](#).

If you are interested in discussing Care Locations further, please contact the Virtual Care Services team at [virtualcare@islandhealth.ca](mailto:virtualcare@islandhealth.ca)

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*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](mailto: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](#)***