

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

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## Callout for interest in BC Virtual Visit Quality Improvement

Are you looking to add new features and update your existing BC Virtual Visit Waiting Room? Virtual Care Services is currently offering an opportunity to connect with us to include some of the following into your waiting room:

- **Customization of Health Care Provider Running Late notification for patients:** A custom notification that displays to patients in the waiting room when their health care provider does not join the call after a defined interval.
- **Customization of Waiting Room message:** Create a custom message to show your patients when they are in the Waiting Room before a call. This can include your clinic's contact details, special instructions, and more.
- **Reasons for visit:** Customize the Reasons for Visits that display in the schedule form. This can be customized to list different practitioner types, common appointment types (follow up, initial consults, etc.), and more.
- **Inclusion of program information in patient invitations:** Include your program's contact information in patient notifications, such as phone number and email. Patient notifications can also be customized to include additional program information such as hours of operation, pre-visit instructions, and more.

Participation in this Quality Improvement (QI) Engagement will require an initial meeting with the Virtual Care Services team to review your program's current waiting room settings. If your program would like to participate in this QI initiative, please reach out to [VirtualCare@islandhealth.ca](mailto:VirtualCare@islandhealth.ca) to be added to the priority list.

## Known Issue: Patients using Android to connect through browser

An issue has recently been identified in the BC Virtual Visit Android Patient Application. This issue randomly prompts patients to complete a second connectivity test mid-call. Once the second connectivity test is complete, patients are unable to see the provider's video.

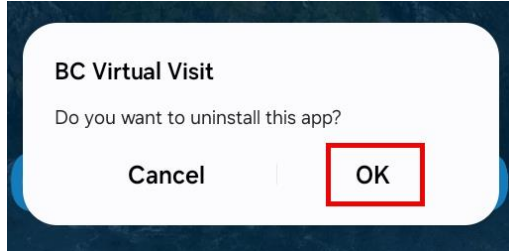
To prevent this from occurring, it is recommended that patients with Android devices delete the BC Virtual Visit application from their device, and instead join their virtual visits using a supported browser. If you have patients who are experiencing this issue, please share the following instructions with them, or redirect them to contact the Patient Support Desk.

To delete the application:

1. Press and hold the icon for BC Virtual Visit and tap “**Uninstall**”.



2. Tap “**OK**” in the following pop-up box to uninstall the application.



### **Reminder: Wired connections increase the stability of the video feed**

For optimal performance when using BC Virtual Visit, it is recommended to connect through a wired network, if possible, to ensure a more stable video feed. Avoid using public Wi-Fi networks, as they may not offer the same reliability. If you must use public Wi-Fi, please review the network's terms of use, as these networks may have the ability to capture or record your data.

### **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 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:**

- **May 7<sup>th</sup>, 2025, 2:00 PM – 3:00 PM**

#### **Upcoming sessions:**

- **June 9<sup>th</sup>, 2025, 2:00 PM – 3:00 PM**
- **July 9<sup>th</sup>, 2025, 2:00 PM – 3:00 PM**
- **August 11<sup>th</sup>, 2025, 2:00 PM – 3:00 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](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](#)