

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

August 11, 2026 – Issue #26-08

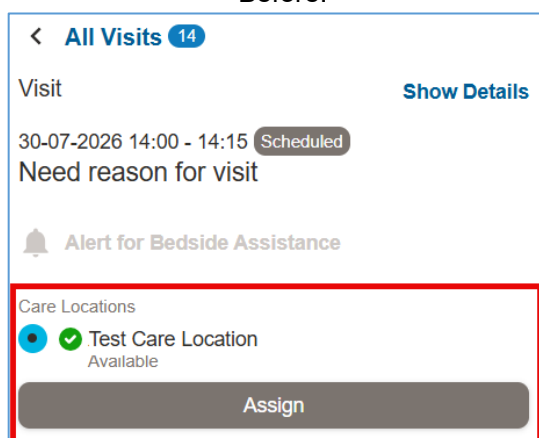
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User Interface Changes in BC Virtual Visit for Care Locations

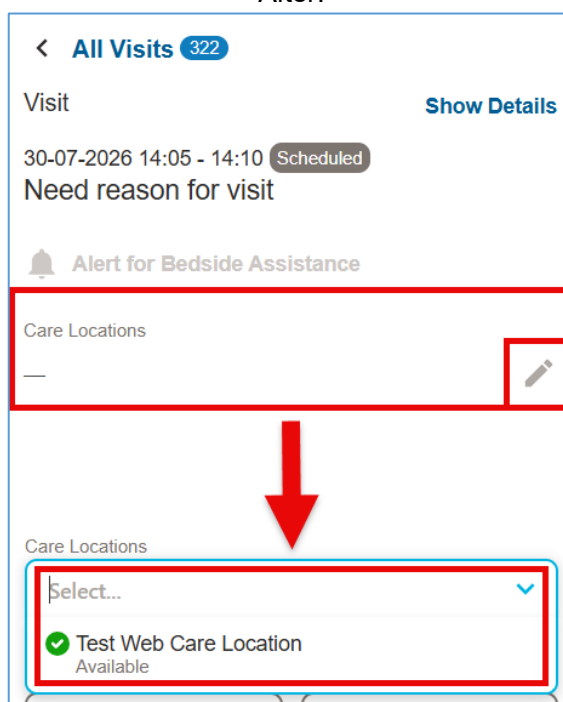
Recent BC Virtual Visit (BCVV) interface changes have changed the way Care Locations are assigned for scheduled visits to Care Location devices. Previously, a Care Location could be selected directly from the visit details using radio buttons (see Before). With the recent change, Care Locations no longer display in a list. **Users must now select the pencil icon within the visit details to access a dropdown list and select the desired Care Location** (see After).

Before:



The 'Before' screenshot shows a visit detail page. At the top, it says '< All Visits 14'. Below this, it says 'Visit' and 'Show Details'. The visit details are '30-07-2026 14:00 - 14:15' and 'Scheduled'. Below this is 'Need reason for visit'. There is a bell icon and 'Alert for Bedside Assistance'. At the bottom, there is a section titled 'Care Locations' containing a list with one item: 'Test Care Location' with a green checkmark and 'Available'. Below this list is a grey 'Assign' button. A red box highlights the 'Care Locations' list and the 'Assign' button.

After:



The 'After' screenshot shows the same visit detail page, but with a different 'Care Locations' section. It now has a dropdown menu with 'Select...' and a blue checkmark icon. Below the dropdown is one item: 'Test Web Care Location' with a green checkmark and 'Available'. A red box highlights the dropdown menu and the item. A red arrow points from the 'Care Locations' section in the 'Before' screenshot to the dropdown menu in the 'After' screenshot.

In addition to how Care Locations are assigned for scheduled visits, there's been a change in the display of Care Location statuses. Care Locations now display as "**Busy**" when patients are completing the check-in process. **This status does not change current workflows and will not prevent users from connecting to a device or completing a visit.**

Test
Gender U Age —
Solo ID 13428773

Reason for Visit
—

Care Location
● Test Web Care Location
Busy

Assigned Provider
—

Om
Waiting 

Reminder: Document the Interpreter ID Number

Video and audio interpreters can be [scheduled](#) or [invited on-demand](#) directly within BC Virtual Visit. If a spoken or sign language interpreter attended a patient's virtual visit, **remember to note down the interpreter's ID number and to document it in the clinical notes.**

The interpreter ID number will be provided verbally by the interpreter once they join a call, and is used to link the interpreter to the visit. For more information on interpreting services, please visit the [Interpreting Services intranet page](#).

BC Virtual Visit Drop-In Training Sessions

The Virtual Care Technology 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. If your team requires additional training for specific BCVV clinical use cases, please contact VirtualCare@islandhealth.ca.

These training sessions will be held over Zoom. If you have specific education needs or questions, please provide this information during registration. **To attend any of the following sessions, please click [here](#) to select the session you wish to attend and register for.**

Next session:

- **August 17, 2026, 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.

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: 250-519-1944
[BC Virtual Visit Information for Providers](#) | [BC Virtual Visit Information for Patients/Clients](#)