

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

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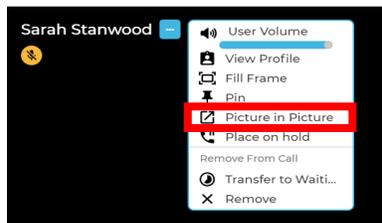
Happy Holidays from the Virtual Care Services Team



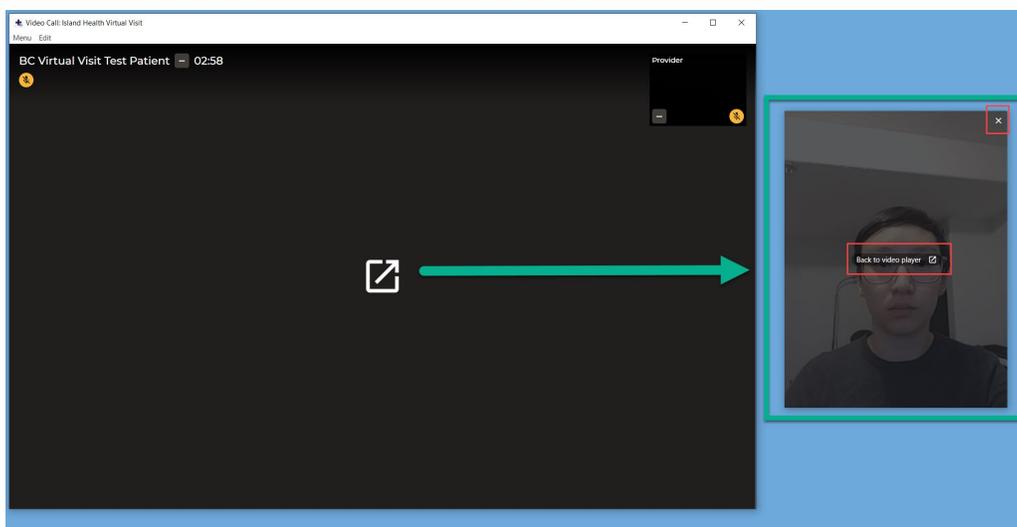
Pop Out Participants' Video in a Separate Window (Picture in Picture)

BC Virtual Visit users using the web or desktop app can pop out a single participant's video during a call via the context menu (blue ellipses next to a participant's name). Once popped out, you can move and resize the video window on your screen. This allows you to see a patient's video while using other applications on your computer in the same screen.

1. During a call, click the blue ellipses next to the name of the participant whose video you want to pop out, then click "Picture in Picture".



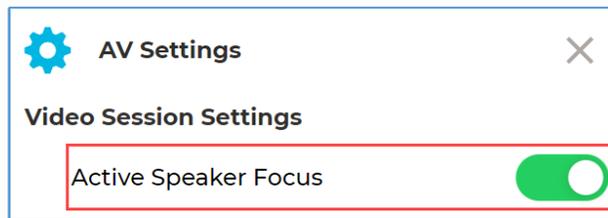
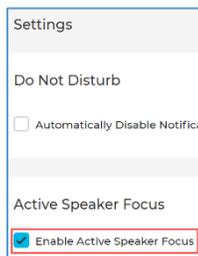
2. The participant's video will pop out in a separate window.



3. To pop the participant's video back into the main BC Virtual Visit window, click the 'X' in the popped out video, or click the "Back to video player" icon.

Active Speaker Focus During Calls

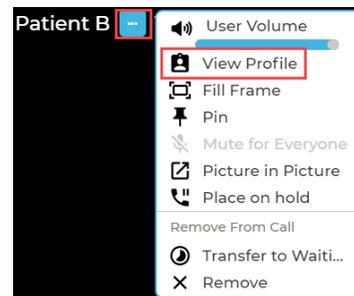
BC Virtual Visit users in the provider and patient desktop/web app and patient Android app will now see the active speaker highlighted during a call. This means that the participant who is speaking will be brought forward to the main video window, similar to other video platforms. This feature can be turned on/off from both the in-session AV Settings menu (please refer to the [Preparing for and Attending an Appointment quick reference guide](#) for more information) and the User Settings (please refer to the [User Settings quick reference guide](#) for more information).



View A Specific Participant's Profile

Users now have the option to view a specific participant's profile during a call. Select the blue ellipses next to the participant's name, then select "View Profile".

Note: In order to see the View Profile option, you must have Active Speaker Focus enabled.



New Notification for Provider to Provider: Requested Presence

Healthcare providers who are invited into an active BC Virtual Visit appointment are now able to receive email, SMS, or browser notifications when another BC Virtual Visit user invites them to an active call:

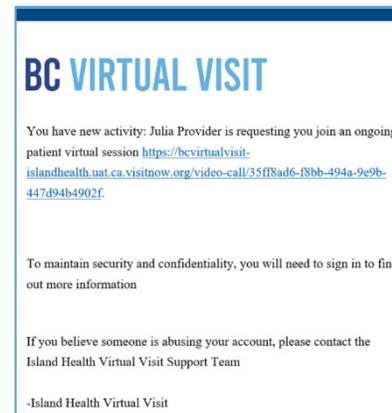
Browser



SMS



Email



For more information on notifications and how to configure notifications, please refer to the [user profile settings QRG](#).

For more information on how to invite additional participants into a BC Virtual Visit appointment, please refer to the [preparing for and attending an appointment QRG](#).

If you have questions about how this feature can support your clinic's workflow, please contact the Virtual Care Services team by emailing virtualcare@islandhealth.ca.

Provincial Evaluation Surveys for Healthcare Professionals and Patients

Reminder – Extended Date: Between November 15th and December 31st, we are running a survey in collaboration with other BC Health Authorities to gather feedback from providers, schedulers and patients on their use of BC Virtual Visit. The results of the survey will be used to improve the quality of the experience for virtual health visits and for BC Virtual Visit in particular, for providers and patients.

Questions? Please email officeofvirtualhealth@phsa.ca

Ready to complete the survey? [Here is the link](#) for healthcare professionals. **Note:** this link has been updated as some users previously had difficulty accessing the link while using a VPN.

There is no need to complete this survey more than once.

BC Virtual Visit Bi-Monthly Drop-in Training Sessions

The Virtual Care Services team hosts live, online education sessions to provide ongoing support and training for BC Virtual Visit users. Visit the [BC Virtual Visit Information for Healthcare Professionals page](#) for a list of topics.

Upcoming session:

- January 11th, 2023, 3:00 PM – 4:00 PM

Training sessions are held over Microsoft Teams. Register by emailing virtualcare@islandhealth.ca

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: 1-844-442-4433
[BC Virtual Visit Information for Providers](#) | [BC Virtual Visit Information for Patients/Clients](#)