

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.

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Including Program Contact Information in BC Virtual Visit

Work is currently underway by Virtual Care Technology Services to improve patient call routing and to reduce misdirected calls to the Virtual Care Patient Support Desk. Patients who require assistance with visit information, including cancelling or rescheduling visits, should be directed to the clinical program for support. As part of this work, you may be contacted by a Virtual Care Technician to confirm your program's contact information. This information will be added in BC Virtual Visit to appropriately direct patients. Your program contact information will be visible in BC Virtual Visit in the following locations:

- Patient email invitations
- Virtual waiting room message
- Provider running late notification

If your program is interested in including contact information in BC Virtual Visit to help streamline support for patients with virtual visits, please email VirtualCare@islandhealth.ca.

Reminder: Report BC Virtual Visit Issues to Clinical Service Desk

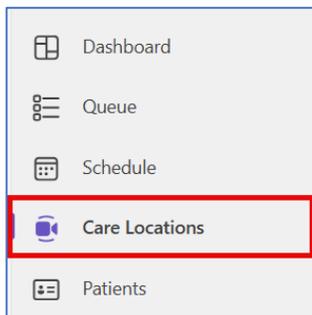
Virtual Care Technology Services is committed to ensuring an optimal experience when using BC Virtual Visit for Island Health's clinical programs. To help us improve the solution, a reminder to please report any issues experienced when using BC Virtual Visit to the Clinical Service Desk. This includes difficulties with using the application, issues with audio and/or video quality, challenges with connectivity, etc. Submission of such incidents will allow Virtual Care Technology Services to track issues, identify trends, and work with our vendor on proactive issue resolution.

New Feature Coming Soon: Add Care Locations to a Favourites List

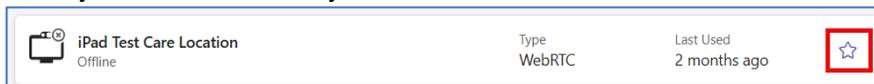
A new feature which will allow you to easily access and organize your favourite Care Locations is coming to BC Virtual Visit this February 6th. From the "Care Locations" tab, you can add any Care Location to a favourites list by clicking the star icon on the far right. Once added, you can reorder your favourites by dragging and dropping the Care Locations. There's

no limit to how many favourites you can have, and searching works the same for regular and favourited Care Locations.

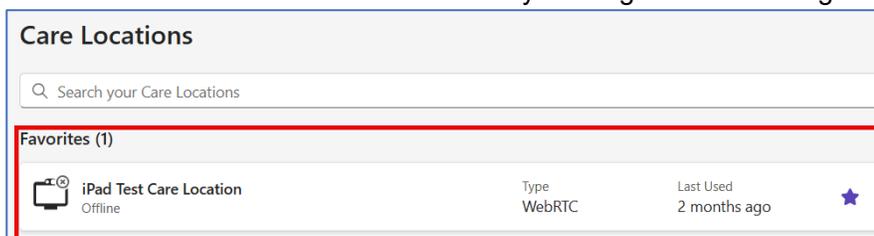
1. Click the “Care Locations” tab from the left navigation menu.



2. Identify the Care Location you'd like to favourite and click the star icon.



3. The Care Location is added to a “Favourites” list at the top of the page. You can remove the Care Location as a favourite by clicking the star icon again.



Reminder: Video Interpreting Available Within BC Virtual Visit

Video interpreters for American Sign Language (ASL) and an expanding list of spoken languages can now be scheduled or invited on-demand directly within BC Virtual Visit (BCVV) – an addition to the audio-only interpreting service that has been available in BCVV since June 2025.

This update enables BCVV users to book interpreters with ease and add interpreters to a virtual visit, on demand. Administrative steps are reduced, and users have improved access to ASL and spoken language interpreters. We encourage all clinical users to use the integrated video and audio interpreting services and experience the benefits firsthand. Please visit our [BC Virtual Visit intranet page](#) for step-by-step instructions, helpful tips, and upcoming training sessions.

We thank our clinical teams for their input and collaboration in making virtual care more accessible and user-friendly for both providers and patients.

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.

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:

- **February 9, 2026, 2:00 PM – 3:00 PM**

Upcoming sessions:

- **February 9, 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](#)