

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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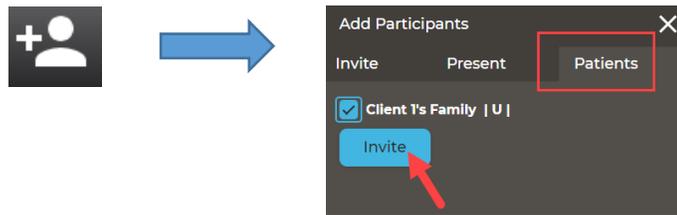
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Scheduling Non-Patient Participants (Guests)

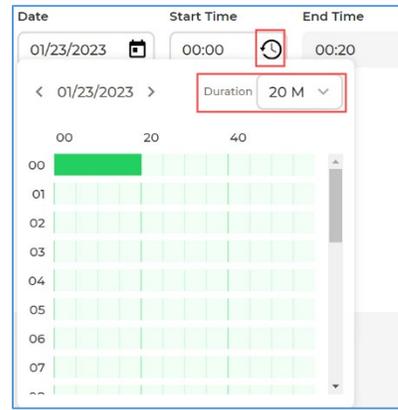
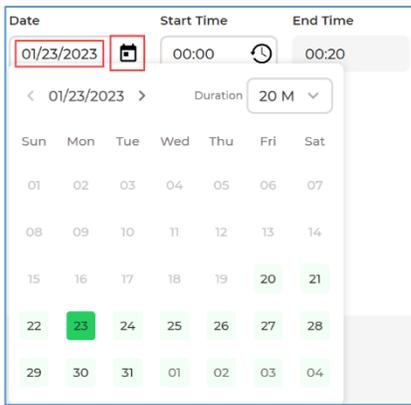
A process has been developed to support scheduling and inviting non-patient participants (guests, such as family members) to join a consult. Please review the [quick reference guide on scheduling family members and guests](#) which covers:

- Appropriate or approved places to capture and store guest contact information
- Scheduling family or guests using an email template and the Waiting Room link
- Inviting and admitting family or guests from within a call



Ability to Manually Enter a Date and Time When Scheduling

BC Virtual Visit users now have the ability to type a date and time when scheduling an appointment, in addition to using the existing date and time picker. The date must be the current date or a date in the future, and the time must be a multiple of five minutes, written in 24-hour time. Users must still select the appointment duration using the duration drop-down, and the End Time will auto-populate.



Please refer to the [scheduling quick reference guide](#) for more information on scheduling appointments in BC Virtual Visit.

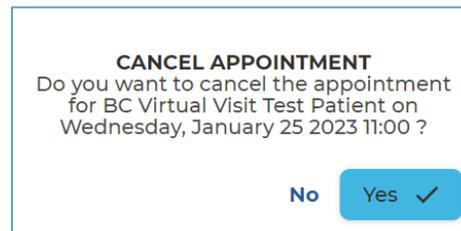
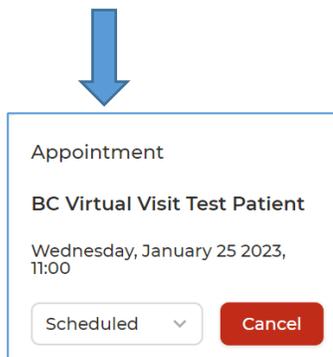
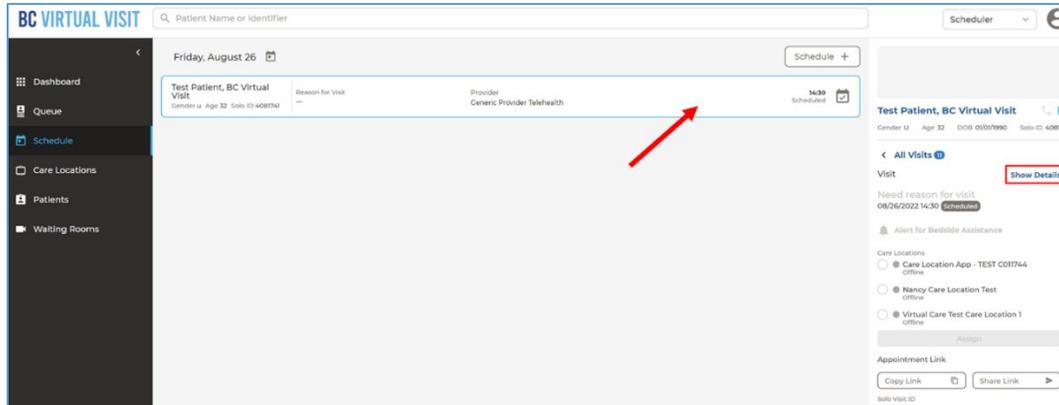
Reminder: Best Practices for Cancelling Appointments

Reminder: it is important to cancel appointments in BC Virtual Visit when they have been cancelled in your existing scheduling solution. In order to reschedule an appointment, the old appointment must be cancelled and a new appointment should be made.

Properly cancelling an appointment will ensure that patients do not continue to receive appointment reminders for old appointments and accidentally join a call using the wrong appointment link.

To cancel an appointment:

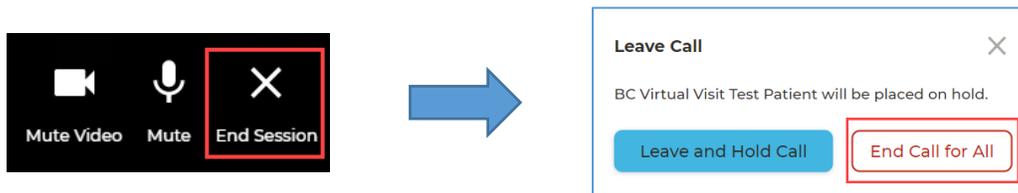
1. Click the appointment bar from the Schedule, Queue, or Waiting Rooms page
2. Click Show Details in the right hand pane
3. Click the red Cancel button, then click Yes to confirm the cancellation



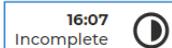
For more information related to scheduling and cancellation of appointments in BC Virtual Visit, please review the [scheduling quick reference guide](#).

Reminder: Best Practices for Ending Calls

Reminder: it is important to end calls using End Call for All at the conclusion of your BC Virtual Visit appointment, as per your clinic's workflow.



Properly ending the call by selecting End Call for All will put the appointment into the

 status and then display the BC Virtual Visit patient survey. If you select Leave and Hold Call at the conclusion of your BC Virtual Visit appointment, the appointment will go in to the  status without displaying the survey.

Properly ending calls using End Call for All will ensure that patients have the opportunity to provide their valuable feedback in the patient survey.

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:

- March 8th, 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](#)