

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

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UPDATED iOS APPLICATIONS WITH NEW FEATURES NOW LIVE

Several enhancements were introduced for both providers and patients on the latest iOS application version 43.0. The updates focus on user prompts and will improve usability. Some of the key enhancements include:

1. Prompt to unmute if muted while speaking
2. Reminder to connect to a power source when on low battery
3. Ability to see the active speaker on the screen during multi-participant calls
4. Prompt to allow camera and microphone within a video call, if access to the camera and microphone are disabled
5. Improved pre-call diagnostic display for patients

Permissions will be presented during iOS application downloads for new users

During a *brand new* installation of the provider or patient application, users will be presented with a set of screens requesting permissions that are required to conduct a virtual visit.

Please allow all of the following requested permissions:

- Access to the camera, microphone, and local network
- Ability to receive notifications related to your scheduled visits

ABILITY TO SHARE DEVICE AUDIO WHEN SCREEN SHARING

When accessing BC Virtual Visit (BCVV) through a supported web browser, you now have the option to share your device audio with others on the call when screen sharing. Select the checkbox as shown below to enable this feature.

What is the benefit?

This feature can be enabled when sharing a video that contains audio. You will maintain control of your microphone separately and participants will be able to hear both forms of audio unless either are muted.

Choose what to share

bcvirtualvisit-islandhealth.uat.ca.visitnow.org wants to share the contents of your screen.

Entire Screen **Window** **Chrome Tab**

Screen 1 Screen 2

Share system audio Share Cancel

CERNER INTEGRATION UPDATE

We are happy to share that Phase I of integration between Cerner and BC Virtual Visit is now complete. As a result, more than 130,000 new patient profiles were created in BCVV and 22,000 existing patient profiles were validated against the patient demographic information in Cerner.

Reminder: Integration with Cerner allows BCVV patient profiles to be created and updated automatically

Basic patient demographic data will now flow from the Cerner patient profile to BCVV when a client has opted-in to receive virtual care and the 'Yes' option for consent to use email is selected in PMOffice. This automation will save you time when booking virtual care appointments as more patient profiles are readily available in BCVV.

Programs still need to collect, verify and add the client's preferred email address and mobile phone number (required for SMS notifications) when scheduling the appointment in BCVV. This information does not flow through from Cerner yet, but is planned for the next phase in the coming months.

Cerner PMOffice

- ✓ Email address documented
- ✓ Consent to use email for virtual care set to 'Yes'



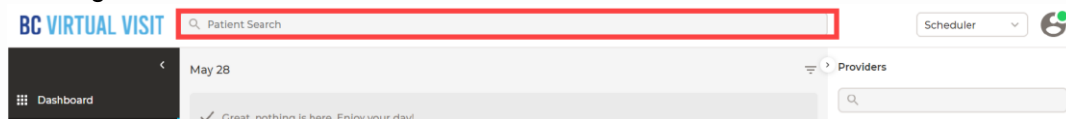
BC Virtual Visit

- ✓ Patient profile automatically created or updated with the latest demographic information
- ✎ Manually add/update email address and mobile phone number

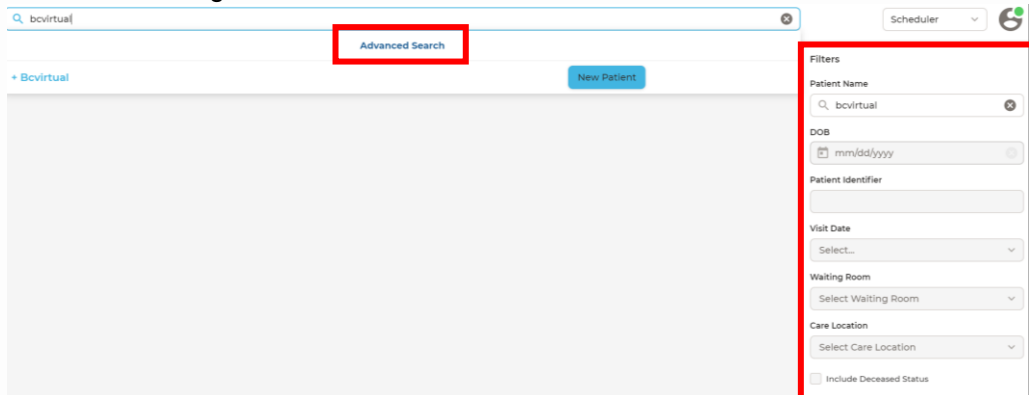
Searching for patient profiles in BC Virtual Visit

We have noticed that many duplicate profiles are being created where one already exists for a client. In an effort to reduce the number of duplicate patient profiles being created in BCVV, follow the recommended search steps below.

1. Use the **Patient Search** bar at the top of the screen to search for the client. Enter their legal name or PHN in the search field.



2. If no results are returned, select **Advanced Search** to search by additional identifiers or DOB on the right-hand side of the screen.



- If no results are returned and Cerner is used for registration and/or scheduling, ensure that consent was captured in PMOffice
- If results are returned, complete positive patient identification (PPID) using at least three identifiers such as name, DOB, or PHN to ensure the client is a match

Cerner user FAQ: Why can't I find a patient profile in BC Virtual Visit?

It may be that the patient has not consented to participating in a virtual visit, consent has not been captured in Cerner PMOffice, or that we weren't successful in matching the patient's demographic data with Cerner.

Consent not Captured in PMOffice

There may be instances where consent has been received to use the clients email for virtual care, but the consent has not been recorded in PMOffice.

Recommended Action: Edit the Cerner record in PMOffice to indicate 'Yes' for consent. This is the preferred method to create a new patient profile in BCVV and ensures that the client's demographic data will continue to be validated against Cerner.

Patient Profile Mismatch between Cerner and BCVV

When profiles are identified as being a possible match, but don't meet strict criteria for positive patient identification, a review process occurs. In partnership with Health Information Management (HIM), data quality issues are reviewed and remediated in Cerner and/or BCVV. It is possible that some profiles previously in BCVV were removed through this process due to the quality of information and our inability to make a match.

Recommended Action: Indicate 'Yes' for consent in PMOffice and a profile will be created in BCVV, which is the preferred method for ongoing integration. If you do not have access to Cerner PMOffice, manually create the patient profile in BCVV after conducting a thorough search for the client first.

Reminder: Preferred Names (nicknames, alternate names etc.) not Available

Legal first name, middle name and last name will populate for all patient profiles created through integration with Cerner. Preferred names are not stored or searchable in BCVV.

Recommended Action: Always search using the patient's legal name or PHN. Advanced Search can also be used to search by additional identifiers. Please consult the patient chart for a preferred name as we know this is really important to some of your clients.

What are the future integration phases?

- Integration of patient email and phone number to flow from Cerner to BC Virtual Visit (targeting Early Spring 2022 completion)
- Integration of Scheduling information between BC Virtual Visit and Cerner (date TBD)

If you have any questions, comments or suggestions about this project or BC Virtual Visit, please email our team at virtualcare@islandhealth.ca

BC VIRTUAL VISIT CONTINUED ONLINE LIVE LEARNING SESSIONS

The Virtual Care team hosts live, online education sessions to provide ongoing support and training for BC Virtual Visit users. Visit the [BC Virtual Visit Intranet site for more information.](#)

Upcoming sessions:

- February 9, 12:00pm – 1:00pm
- March 9, 12:00pm – 1:00pm

All sessions will be held by way of Zoom. Register by email to 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](#)