

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

JULY 14 2022 – Issue # 22-07

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NEW INTAKE PROCESS FOR CLINICAL PROGRAMS LOOKING TO ADOPT VIRTUAL CARE SOLUTIONS

As of **July 4th**, Virtual Care Services has changed the way we accept **new** service requests from Island Health programs and clinics. The demand for virtual care has grown over the past few years and our new intake form will streamline the overall process. The intake form is required to be submitted by any program looking to adopt a new virtual care service or solution, which may include:

- BC Virtual Visit
- Remote Patient Monitoring (RPM)
- Facility based Telehealth visits
- Zoom for Healthcare and Virtual Family Connections
- Other services such as MyHealth and Interpreting Services



To learn more about the virtual care solutions approved for use at Island Health, please visit our [Virtual Care Services intranet page](#).

Note: If your program already uses one of the virtual care solutions above and requires additional accounts, please continue to follow current processes through the Service Now portal using the catalog forms:

- Island Health BC Virtual Visit Access and Updates (*for additional accounts and waiting rooms*)
- VIHA Access Request (*for additional Zoom for Healthcare accounts*)

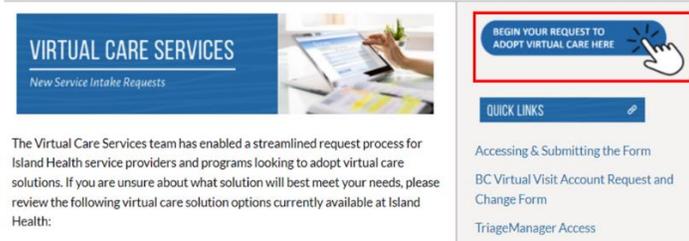
Who can submit service intake requests for virtual care solutions?

Program leaders and directors may submit requests, or team members with leadership approval. Leadership level approval is required before any work will be initiated.

Where can I access the Intake Form?

The intake form is located on our new [Virtual Care Services Intake intranet webpage](#) along with additional information about the process and quick links to existing resources.

Virtual Care Services Intake



VIRTUAL CARE SERVICES
New Service Intake Requests

The Virtual Care Services team has enabled a streamlined request process for Island Health service providers and programs looking to adopt virtual care solutions. If you are unsure about what solution will best meet your needs, please review the following virtual care solution options currently available at Island Health:

QUICK LINKS

- Accessing & Submitting the Form
- BC Virtual Visit Account Request and Change Form
- TriageManager Access

Once submitted, you will receive a confirmation email along with a copy of the request form. A member of our team will contact you within 10 business days to obtain any additional information and provide a status update on your request.

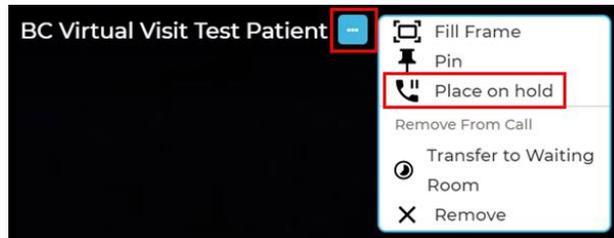
If you have any questions about the intake form or new process, please contact our team at virtualcare@islandhealth.ca

NEW SEAMLESS WAY TO PLACE A PATIENT OR GUEST ON-HOLD DURING A VIDEO CALL

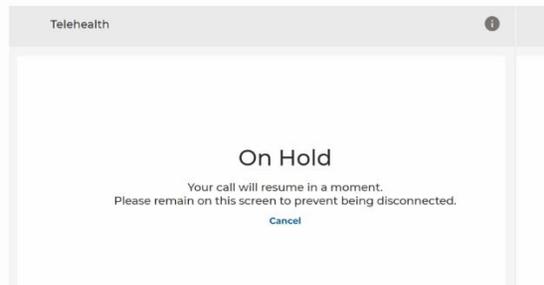
Healthcare providers now have the ability to place individual patients or guests on-hold within a video call. This feature is accessible from the provider desktop, web, and iOS applications. This may be useful if you need to have a brief private conversation without particular participant(s) present. The on-hold individuals can be brought back into the call at any point in time with a few simple clicks. This allows for improved workflow as you no longer need to transfer the individual(s) to the waiting room, or place the entire call on-hold and exit the live call to reconnect to them from there.

The steps to place an individual on-hold and to return them to the call are as follows:

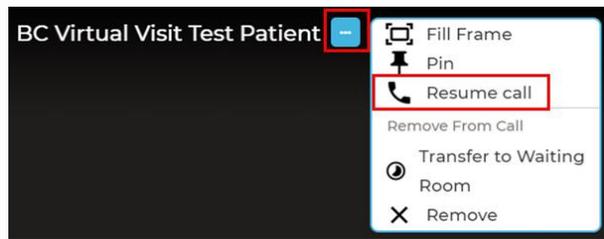
1. From within the live call, click on the ellipses next to the participants name and select **Place on hold**



- i. The participant will be removed from the call and shown an On Hold screen



2. Once you are ready to bring the participant back to the call, click on the ellipses again and select **Resume call**. This will place the participant back into the call as normal.



RECOMMENDATION TO ACCESS BC VIRTUAL VISIT OUTSIDE OF CITRIX

If you are working remotely from a personal device and are actively using a remote Citrix connection to access PowerChart or other applications, please ensure that you **do not** use Chrome ***within*** Citrix to launch BC Virtual Visit.

It is recommended to access the BC Virtual Visit application or use a supported browser outside of the Citrix connection to ensure optimal video quality and stability of the application.

Steps to Access:

1. Launch BC Virtual Visit through the desktop application (preferred) or a supported browser (outside of Citrix)
2. Launch Gateway if required to access other resources such as PowerChart or email
3. Once both are open, you will be able to navigate between the two windows as per normal. If required, you can minimize and maximize the windows to suit your viewing needs.

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 Services Intake](#) | [BC Virtual Visit Information for Patients/Clients](#)