

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.

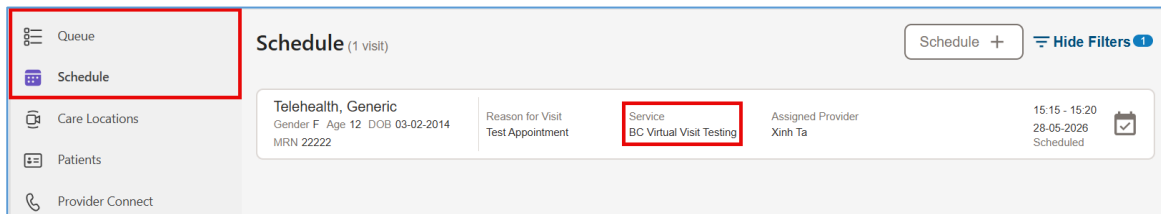
June 29, 2026 – Issue #26-04

IN THIS ISSUE

- Waiting Room Name Now Displays From Queue and Schedule Tabs in BC Virtual Visit
- Ability to Cancel Visits With a “Final” Status
- BC Virtual Visit Drop-In Training Sessions

Waiting Room Name Now Displays from Queue and Schedule Tabs in BC Virtual Visit

When a visit is scheduled in BC Virtual Visit, an appointment bar is created which summarizes the patient's information and visit details. This includes the patient's name, gender, reason for visit, assigned provider, and more. **The patient appointment bar now displays the name of the waiting room the visit was scheduled from.**



The waiting room name is listed under “Service” and is visible on the patient appointment bar from both the Queue and Schedule tabs.

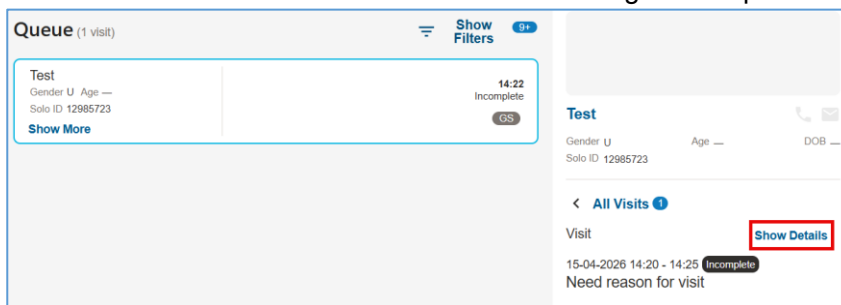
Ability to Cancel Visits With a “Final” Status

Previously, the BC Virtual Visit statuses listed below were considered “final”, meaning visits with the statuses below could not be cancelled. This resulted in workarounds which lead to inaccurate reporting.

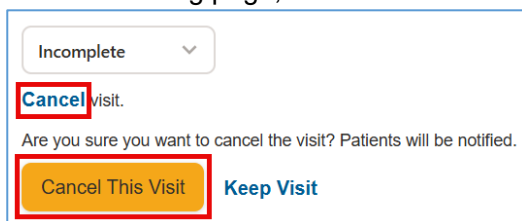
1. No Show: 
2. Left Without Being Seen (LWBS): 
3. Incomplete: 
4. Complete: 

Users now have the ability to manually cancel visits marked with any of the statuses listed above. This can be to maintain accurate appointment tracking, and to improve alignment between BC Virtual Visit and other scheduling systems. To cancel a visit:

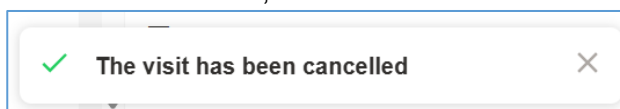
1. Select the visit and click “Show Details” from the right-hand panel.



2. On the following page, click “Cancel” then “Cancel This Visit”.



3. The visit is cancelled, and a cancellation notice is sent to the patient.



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:

- **July 15, 2026, 2:00 PM – 3:00 PM**

Upcoming sessions:

- **August 17, 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](#)