

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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UPCOMING PATIENT PROFILE CHANGES TO SUPPORT INTEGRATION PHASE II

Over the coming days, you may notice some minor changes to your patients' profiles as we begin to prepare for our second phase of integration between BC Virtual Visit and Cerner. The initial change will focus on data remediation work required to support the eventual sending of client phone numbers and email addresses from Cerner to BC Virtual Visit.

Home Phone Number Type Being Converted to Mobile

By default, the majority of patient phone numbers manually entered in BC Virtual Visit were incorrectly captured as *Home* numbers. In order to rectify this, we are making two changes:

1. Converting all existing *Home* numbers to *Mobile*
2. Changing the default phone number value to *Mobile* moving forward



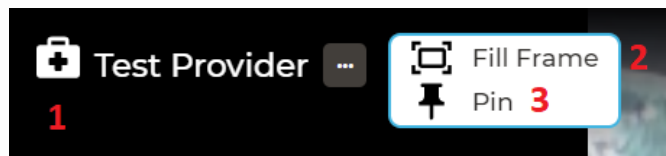
The image shows a comparison of the phone number entry form before and after the change. On the left, the 'Type' dropdown menu is set to 'Home' and is highlighted with a red box. On the right, the 'Type' dropdown menu is set to 'Mobile' and is also highlighted with a red box. A blue curved arrow points from the 'Home' dropdown on the left to the 'Mobile' dropdown on the right. Below each 'Home' entry is a 'Work' entry, which remains unchanged in both versions of the form.

The predominant use of having phone numbers in the system is to support the delivery of SMS (text) appointment invitations. This change will ensure that we capture phone numbers by the correct type upon entry and adjust all historical entries to reflect the intended phone number type.


The impact of this change is minimal to you; however, if you'd like to enter a non-mobile phone number or modify a current phone number (e.g. change a mobile number back to home), please use the dropdown to select the correct type.

NEW APPLICATION ENHANCEMENTS FOR VIDEO CALLS

Several new features were introduced which improve usability and video viewing within the application as outlined below.






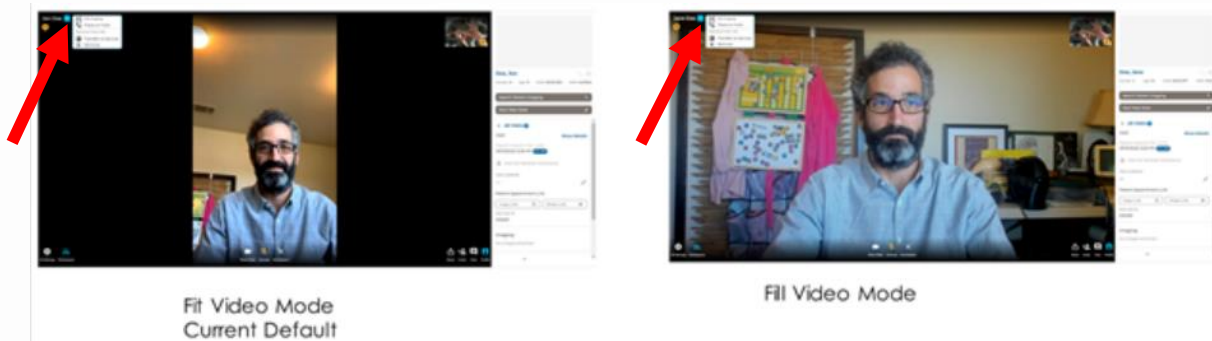
1. Icon to Identify Healthcare Providers On a Call

Patients and guests joining from the browser or desktop application will now see a brief case icon  next to any healthcare provider(s) names to help identify them on a call. Similarly, a healthcare provider will see the icon next to their colleagues' names as well.

2. Ability to Switch between Fill Frame and Fit Video Modes




Patients, guests, and healthcare providers can now adjust the application to maximize their view of other participants. This feature is accessible from the desktop and web applications, as well as from the iOS applications. *Fill Frame* allows the video to be enlarged to fit the entire screen, whereas *Fit Video* is your standard smaller view of the participant. The steps are as follows once in an active call:

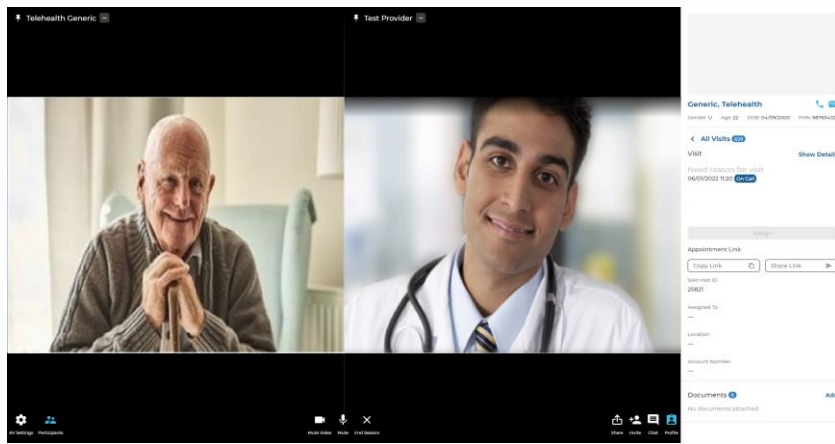
1. Click the ellipses  on the top left-hand corner next to the participants name
2. Select  *Fill Frame* to see the view on the right-hand side below
3. To exit Fill Frame, click on the ellipses again and select  *Fit Video*



3. Ability to Pin Two Participants Videos

Patients, guests, and healthcare providers now have the ability to pin two participant's videos for side by side viewing when joining from the desktop or web applications. This feature can be used to support communications when more than one provider or a family member joins the call with a patient. The steps are as follows once in an active call:

1. Click the ellipses  on the top left-hand corner next to the participants name
2. Select  *Pin* to pin the participant's video to your screen
3. Repeat these steps on a second participant or yourself if desired
4. To Unpin a participants video, click on the ellipses again and select  *Unpin*



If you would like to better understand or practice new functionality that has been released at any point, please reach out to our team for support at virtualcare@islandhealth.ca

RECENT MODIFICATIONS MADE TO ALL WAITING ROOMS

Patient Connection Option When Scheduling Appointments

At the point of scheduling a patient visit, a visual default option of *Patient's personal device* will now display under 'Patient Will Connect Through'. The previous dropdown list contained some values for workflows not utilized at Island Health.

The Patient Will Connect Through

Patient's Personal Device ▾

My Current Device

Care Location TEST



Patient Will Connect Through

Patient's personal device
Patient private device will be used

Patient Visit Window Reduced for All Waiting Rooms

Changes have been made to reduce the patient visit window for all BC Virtual Visit waiting rooms. Previously, patients could join the waiting room 4 hours before and up to 8 hours after the scheduled visit time. This was to accommodate test connections by patients, but often resulted in a LWBS (Left Without Being Seen) visit status until the patient rejoined the waiting room.

New Visit Window Settings

Patients are now able to join the waiting room **30 minutes before and up to 1 hour after** the scheduled visit time. This adjustment was made as a new setting enables patients to complete test connections outside of the defined visit window. This will lead to a reduction in the number of LWBS statuses displaying in the application as patients are not able to join the waiting room prior to the 30 minute window.

If this change is a concern for your program, please contact us to discuss your needs at virtualcare@islandhealth.ca

BC VIRTUAL VISIT ONLINE LIVE LEARNING SESSIONS

Thank you to everyone who completed our recent survey regarding our monthly virtual training offerings. We've adjusted the frequency, session date and time based on the feedback received.

Upcoming sessions:

- Wednesday, July 13th, 3-4pm
- Wednesday, September 14th, 3-4pm

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 Healthcare providers](#) webpage.

Healthcare Provider Support: 1-877-563-3152 | Patient/Client Support: 1-844-442-4433
[BC Virtual Visit Information for Healthcare providers](#) | [BC Virtual Visit Information for Patients/Clients](#)