

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

**JUNE 11, 2025 – Issue # 25-06**

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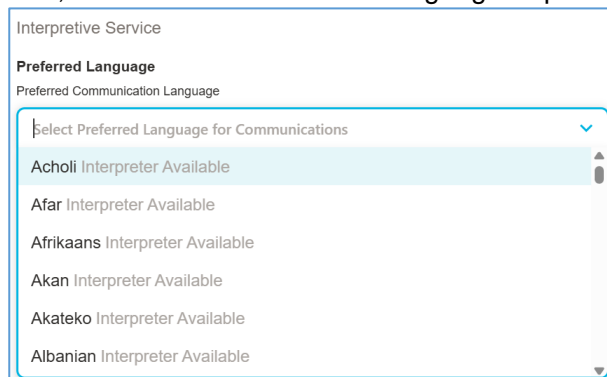
## NEW FEATURE COMING SOON: Audio interpreting in BCVV

Starting **June 18<sup>th</sup>**, we're pleased to announce that spoken language (audio) interpreters can be scheduled or invited on-demand directly within BC Virtual Visit.

**Please note:** Video and American Sign Language (ASL) interpreters must still be booked through the Provincial Language Services Booking portal. For information on how to do so, please visit the [Interpreting Services Intranet](#) page. Video and ASL interpreting within BC Virtual Visit is planned as part of a future phase of this project/work. More details will be shared as they become available. Interpreting services are available to support patient care at no cost to clinical programs. **Island Health interpreting services should only be used for conversations about a patient's care.**

**To schedule an Audio Interpreter in BC Virtual Visit, follow these steps:**

1. From the scheduling page, under the **Interpretive Service – Preferred Language** field, search for and select the language required for the patient:



Interpretive Service

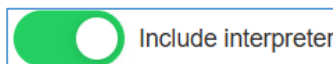
Preferred Language

Preferred Communication Language

Select Preferred Language for Communications

- Acholi Interpreter Available
- Afar Interpreter Available
- Afrikaans Interpreter Available
- Akan Interpreter Available
- Akateko Interpreter Available
- Albanian Interpreter Available

2. Keep the **"Include interpreter"** toggle on.
3. The audio interpreter will automatically join within 1-2 minutes after the call starts.



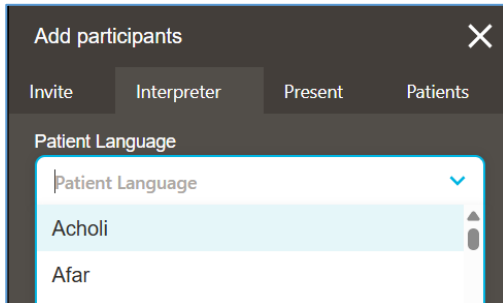
For details on how to schedule an audio interpreter within BC Virtual Visit, please review the [BC Virtual Visit Scheduling QRG](#) (pages 5-6).

**To invite an Audio Interpreter on-demand in BC Virtual Visit, follow these steps:**

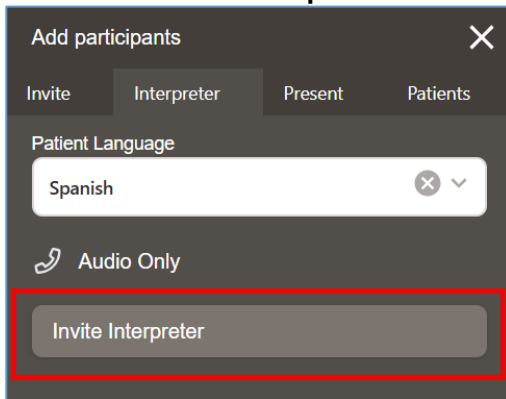
1. Click the **Invite** icon along the bottom of your screen.



2. Click the **Interpreter** tab, and under the **Patient Language** field, search for and select the language required for the patient.



3. Click the **Invite Interpreter** button.



For detailed steps, please review the [Adding an On-Demand Interpreter to a BC Virtual Visit Call QRG](#).

**Note:** If the interpreter does not join within 1-2 minutes of the call initiating, re-invite the interpreter from within the call.

If you have additional questions, please email [virtualcare@islandhealth.ca](mailto:virtualcare@islandhealth.ca), or attend one of our upcoming drop-in training sessions. For more information about interpreting services, access the intranet page [here](#).

## Updated Best Practice Toolkit

Information Stewardship, Access & Privacy (ISAP) have recently published an updated [Email/Texting Toolkit](#), with considerable changes from the previous release. The toolkit provides Island Health programs and staff with practical guidance and tools on the responsible use of email and texting to communicate with patients.

Emails sent from BC Virtual Visit and Zoom for Healthcare to inform patients of their appointment date, time, and appointment link fall within Category C - Enterprise/System Email/Texting with Clients. Other clinical uses of Email and Texting may fall under other categories.

Clinical programs using virtual care are encouraged to: (1) review the new toolkit, with a view to updating workflows and verbiage around consent versus permission if necessary, and (2) link to and/or post the [Notice to Clients](#) to ensure it is displayed and accessible.

## BC Virtual Visit drop-in training sessions

The Virtual Care 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 would like to attend any of the following sessions, please click [here](#) to select the session you wish to attend and register for.**

### Next session:

- **July 9<sup>th</sup>, 2025, 2:00 PM – 3:00 PM**

### Upcoming sessions:

- **August 11<sup>th</sup>, 2025, 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](mailto: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](#)**