

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

## MARCH 31 2022 – Issue # 22-03

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  - Ability to select separate audio input and output
  - New option available to resend a patient appointment link
- Continued learning session dates

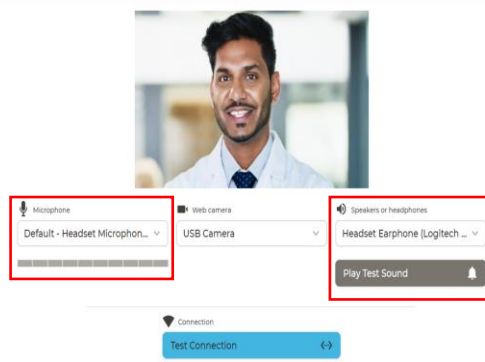
### RECENT UPDATES TO THE PATIENT AND PROVIDER APPLICATIONS (DESKTOP & WEB)

The BC Virtual Visit desktop application was recently updated. All Island Health desktop, laptop, and surface pro devices have already received the update. If you are using the BC Virtual Visit desktop application from a non-Island Health computer, please follow any prompts you may receive to download the latest application update.

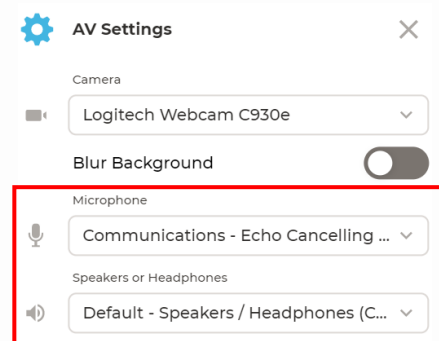
#### Selecting separate audio input and output

One new functionality change includes the ability to select separate audio input (i.e. microphone) and output (i.e. speaker or headphones) devices when conducting a pre-call diagnostic test or changing the audio sources within a call. This functionality applies to both patients and providers. This may be useful if your microphone and speaker are different devices.

#### Pre-Call Diagnostics:



#### AV Settings:



## New option to resend a patient appointment link

There are now two ways to resend a patient appointment link in BC Virtual Visit:

### Option 1: Resend from Patient Summary Page (via Show Details)

Appointment

BC Virtual Visit Test Patient

Reason(s) for Visit  
Test Appointment

[Edit](#)

Wednesday, March 30 2022, 11:55

Scheduled

Patient notifications

- At scheduling 03/30/2022 11:50  
Email: 945
- Notify patients when a provider joins the call  
Email: 945

Share

URL for the recipient

Email invitation

SMS invitation

### Option 2 – NEW: Resend from Visit Details on Right-Hand Pane (via clicking on a scheduled appointment in the Queue, Schedule or Waiting Room tabs)

Wednesday, March 30

Test Patient, BC Virtual Visit Reason for Visit: Test Appointment 11:55 Scheduled

Test Patient, BC Virtual Visit Gender: U, Age: 32, DOB: 01/01/1990, Solo ID: 4081691

All VISITS

Visit  
Test Appointment  
03/30/2022 11:55

Care Locations

- Lauren's Test
- Mika iPad Web

Appointment Link

Email

SMS

Both options will allow you to resend a patient appointment invitation to the client in cases where they may have misplaced their invitation and have requested a new one be sent.

This link cannot be forwarded to a family member or support resource wishing to join the call as the URL is unique for the patient; doing so will result in the video and audio being blocked. For instructions on how to add an additional participant, please follow the instructions [here](#).

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## BC VIRTUAL VISIT CONTINUED 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:**

- April 13, 12:00pm – 1:00pm
- May 11, 12:00pm – 1:00pm
- June 8, 12:00pm – 1:00pm

All sessions will be held by way of Zoom. Register by email to [virtualcare@islandhealth.ca](mailto:virtualcare@islandhealth.ca)

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*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](#)***