

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

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**MARCH 30 2023 – Issue # 23-03**

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### **Upcoming: Transition to Single Sign On (SSO) For BC Virtual Visit**

The Virtual Care Services team is working to improve authentication processes for BC Virtual Visit to align with Island Health Security standards. This effort will enhance security when verifying a user's identity upon logging into BC Virtual Visit. For a small number of users, this may mean a change to your current account credentials or the way you log in. We will reach out to you directly if this is the case for your account in preparation for this change. With this change, users that access BC Virtual Visit from outside the Island Health Network will be required to utilize multifactor authentication as we do with many Island Health applications.

Additional communication will be sent out in April, including further details about the change, how to prepare, and when you can expect to use the new authentication method to log into BC Virtual Visit. This change NOT affect your waiting room access or scheduled appointments.

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### **Reminder: Interpreting Services for Virtual Visits is now available!**

Virtual Care Services, in partnership with Provincial Language Services (PLS), now provides access to professional, medically trained interpreters. Interpreting services for your patients are available at no cost for all Island Health programs. Use of interpreting services improves the quality of patient care with **more than 240 languages available**, including American Sign Language (ASL).

We have launched a new service, allowing you to request a professional interpreter to join a scheduled BC Virtual Visit with your patient.

You can request access to the PLS Booking Portal by emailing [virtualcare@islandhealth.ca](mailto:virtualcare@islandhealth.ca). In order to book interpreters, you must have access to the PLS Booking Portal. Additional information regarding interpreting services at Island Health can be found [here](#).

**\*Please note, Interpreting Services are available to Island Health programs only**

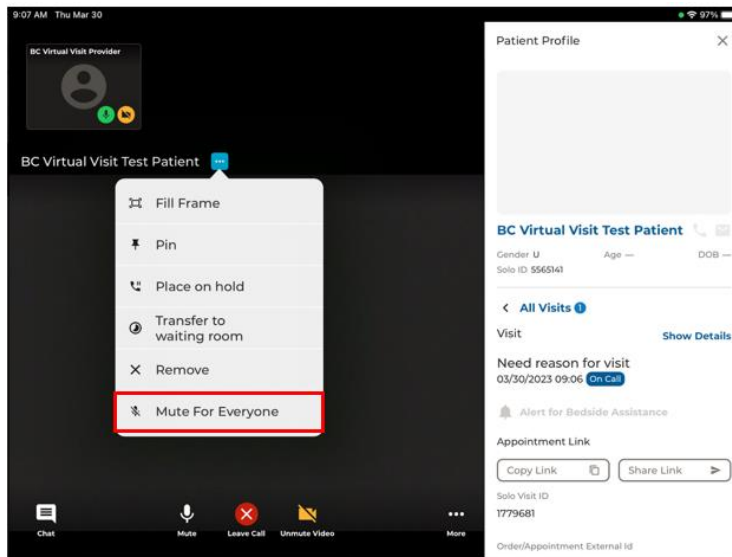
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## New Functionality: Muting for all participants on iPhone and iPad

Providers using the most up to date version (Version 44.1) of the BC Virtual Visit Provider Application on iPhone and iPad can now mute participants during a session.

When a provider mutes a participant the user will be notified that they have been muted by the host.

To access this feature, ensure your BC Virtual Visit application is up to date.



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## Reminder: Virtual Care Services cannot provide referrals for patients

We have been receiving a number of referrals for services through our VCS phone line and email. We wanted to ensure that it was clear that healthcare providers are responsible for inviting their patients to join virtual visits. The Virtual Care team cannot make referrals or appointments for patients with clinics or providers.

*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](#)**