



# MyVirtualVisit NEWS

Your bi-weekly update from the Virtual Care team at Island Health, bringing you information to improve your (and your patients') virtual visit experience.

**EDITION 20-01: May 21, 2020**

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## Introducing MyVirtualVisit NEWS

Welcome to the inaugural edition of *MyVirtualVisit News*, where the virtual care team will share information to improve your experience with MyVirtualVisit, including upcoming changes and improvements, as well as tips for ease of use and making the most of available features.

Thank you for your continued support and cooperation with the teams who have been working to enable you to deliver care virtually. We know this has been a significant change in how many programs and providers connect with patients.

MyVirtualVisit had been newly acquired by Island Health prior to the COVID-19 pandemic. The plan was to start by introducing it to a few programs, with ample time for evaluation and feedback. Instead—with limited resources and in just 8 weeks—our team has on-boarded 100 clinical programs, created over 3,500 accounts, and trained more than 2,200 clinicians and scheduling staff. Nearly 5,000 virtual visits have been completed since March 12.

Due to the unprecedented speed of this deployment, we have all encountered some growing pains. We have made significant efforts to improve the audio and video quality of the calls, and remain hard at work to ensure that the experience for you and for your patients continues to improve. This newsletter is provided as part of this work. We want to regularly communicate with MyVirtualVisit users and provide access to information that will improve your virtual care experience and help enable you to integrate it into your practice.

As always, your feedback is important to us. If you have a suggestion, comment, or a story about how MyVirtualVisit has impacted your practice, please send it to [telehealth@viha.ca](mailto:telehealth@viha.ca).

## Technical Support Transition for Providers

MyVirtualVisit technical support for providers is moving to the Clinical Solutions Desk!

To better support providers, clinicians, and schedulers using MyVirtualVisit, we are transitioning technical support to Island Health's Clinical Solutions Desk. The Clinical Solutions Desk, your usual contact for technical support, is now supporting MyVirtualVisit 24 hours per day, 7 days per week:

18777 internally  
250-370-8777 in Victoria  
1-877-563-3152 from anywhere, toll-free

This change will only affect providers, clinicians, and schedulers. Patients will continue to call the MyVirtualVisit technical support line staffed by the Virtual Care team at 1-888-519-1880 from 8:00 a.m. to 8:00 p.m. every day.

The existing MyVirtualVisit support desk will continue to assist any providers, clinicians, or schedulers who may call, though they will be reminded of the transition to the Clinical Solutions Desk for future inquiries.

## Applications Check-in

To improve video visit stability and quality, we completed our switch to desktop and Apple device apps for providers and patients on May 9. ([Learn more here](#) if you haven't started using an app yet.)

Now we want to hear from you. Please let us know about your experience with the new apps—good, bad, or no change from the browser experience—so we can continue to improve MyVirtualVisit for you and your patients. Send us an email at [telehealth@viha.ca](mailto:telehealth@viha.ca).

## Quick Tips for Better Calls

Based on feedback from our users, here are some quick tips to help you and your patients troubleshoot calls:

- Struggling with audio or video connectivity issues that you can't diagnose? Try restarting your device. Programs running in the background can interfere with the connection. Make it part of your routine to restart your device each day or prior to your first appointment.
- Remind your patients that the best way to prevent technical issues is to conduct a self-test before the appointment time, on the device and in the location they plan to use. The link to the self test is included in the email invitation and is also available at [www.islandhealth.ca/MyVirtualVisit](http://www.islandhealth.ca/MyVirtualVisit).
- For patients using mobile devices, ask them not to navigate away from the app (or browser window, for Android users) once they have checked in for an appointment, as they may get disconnected. Patients must end any phone call before checking in for their appointment, and should not answer phone calls while waiting to start their appointment.

Provider Support at 1-877-563-3152 | Patient Support at 1-888-519-1880 | Feedback to [telehealth@viha.ca](mailto:telehealth@viha.ca)

[MyVirtualVisit Information for Providers](#) | [MyVirtualVisit Information for Patients](#)