

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.

**MAY 3, 2024 – Issue # 24-05**

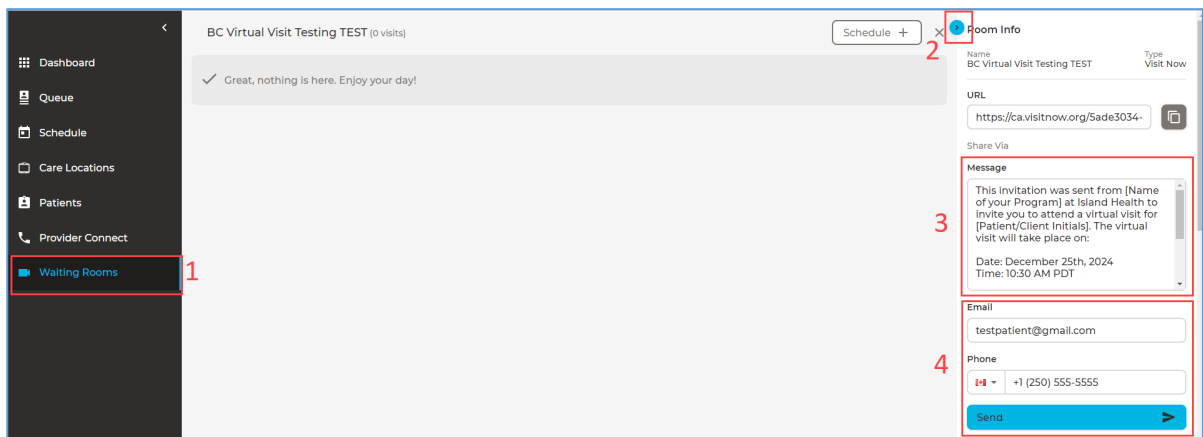
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## New Feature: Customize Waiting Room Invite Message for Guests/Family

To schedule a guest or family member to join a patient's appointment, health care providers can send the Waiting Room URL via email or SMS. A new option allows providers to customize the text contained within the SMS or Email accompanying the invitation, directly from the BC Virtual Visit application.

1. Navigate to the waiting room where the patient's appointment is scheduled
2. Make sure the right-side panel with "Room info" is expanded
3. **NEW** Use the "Message" box to add text to be sent to the guest
4. Enter the guest's email and/or phone number and then click Send



Please note that the "Message" has a limit of 630 characters (including spaces) for SMS notifications. If the message is above the character limit, SMS notifications will not send. There is no character limit if only sending via email.

We have included a recommended "Message" template below. Health care providers can copy this template, and enter the correct information for the program and appointment details.

**Custom Waiting Room Message Template:**

This invitation was sent from *[Name of your Program]* at Island Health to invite you to attend a virtual visit for *[Patient Initials]*. The virtual visit will take place on:

Date: **December 25<sup>th</sup>, 2024**

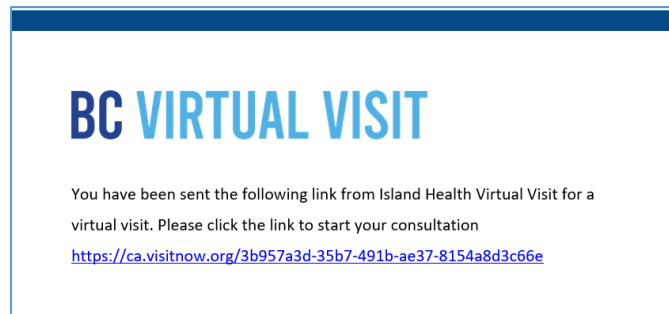
Time: **10:30 AM PDT**

If this is your first virtual visit, you may need to download the BC Virtual Visit app. If you need help before your visit, call the Patient Virtual Healthcare Tech Support Desk at 1-844-442-4433.

#### **Custom Waiting Room Message Guidelines:**

- Do not include any Personally Identifiable Information (e.g. patient's full first and last name, PHN, DOB, etc.) in this message.
- For more information, please see the [Scheduling Family and Guests guide](#).

If no custom message is entered, the following default message will be sent to the guest:



### **New Waiting Room Requests Will Now Go Through VCS Intake Form**

If you are making a request for a new waiting room, please submit your request by completing the [Virtual Care Services Intake form](#). This will allow our team to ensure that all necessary workflows are in place to complete your request.

To make updates to an existing waiting room, or add access to an existing waiting room, please continue to use the [BC Virtual Visit Access and Updates Service Now form](#).

### **Patient Virtual Healthcare Tech Support Desk Hours Changed to 7am-5pm**

The Patient Virtual Healthcare Tech Support Desk helps patients prepare for their appointments by providing test visits and troubleshooting any device browser or application issues.

**The hours for the Patient Virtual Healthcare Tech Support Desk have changed to 7am-5pm (previously 7am-7pm).** Technical support is available for patients Monday-Friday 7am-5pm, excluding weekends and statutory holidays, by calling 1-844-442-4433.

### **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 Information for Health Care Professionals 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:**

- **May 15th, 2024, 2:00 PM – 3:00 PM**

**Upcoming sessions:**

- **June 10th, 2024, 2:00 PM – 3:00 PM**
- **July 10th, 2024, 2:00 PM – 3:00 PM**
- **August 12th, 2024, 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 Health Care Providers](#) webpage.*

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