

*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 26 2023 – Issue # 23-05**

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### Reminder: Logging into BC Virtual Visit Using Island Health Sign-in Credentials

As of May 10<sup>th</sup>, 2023, all BC Virtual Visit users are now required to use their Island Health email address and password to login to BC Virtual Visit. In addition, anyone NOT accessing BC Virtual Visit from an Island Health network (onsite/VPN) will also be required to complete Multi-Factor Authentication (MFA) to securely login to BC Virtual Visit. This change was implemented to improve BC Virtual Visit authentication processes to align with Island Health Security standards. This effort will enhance security when verifying a user's identity upon logging into BC Virtual Visit.

When logging into BC Virtual Visit from a desktop application, web browser or mobile app, you will now see the following HealthBC screen prompt to enter your Island Health email and password to sign into BC Virtual Visit:

#### BEFORE



The screenshot shows the 'BC VIRTUAL VISIT' login page. It features a large blue header with the text 'BC VIRTUAL VISIT'. Below the header, there are two input fields: 'Email or Sign In' and 'Password'. A blue 'Sign In' button is positioned below the password field. At the bottom, there is a link that says 'Forgot Password? Reset It'.

#### AFTER



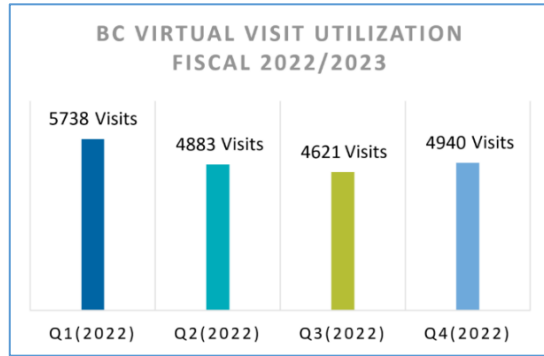
The screenshot shows the 'HealthBC Sign in' page. It features a green header with the text 'HealthBC'. Below the header, there is a 'Sign in' section with an input field containing the email address 'someone@example.com'. Below the input field, there is a link that says 'Can't access your account?'. A blue 'Next' button is positioned at the bottom right.

#### If you are having issues logging in:

- Ensure that you are using your Island Health email and password (e.g. this is the password you use to log into your Island Health computer/workstation), not the unique password you previously set for BC Virtual Visit.
- As access to BC Virtual Visit is now tied to your Island Health active directory account, please connect with the Service Desk at x18777 or 250-370-8777 (local Victoria) or 877-563-3152 (Toll Free) option #2 for logon issues and password resets.

## BC Virtual Visit Year in Review: Another Successful Year of Video Visits!

BC Virtual Visit utilization has continued to expand and grow across Island Health, resulting in another successful year of video visits. During the 2022/2023 Fiscal Year, there were **20,182** video visits completed using the BC Virtual Visit solution! A breakdown of total visits across each quarter can be viewed in the following chart:



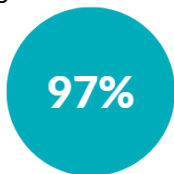
### Top Programs Using BC Virtual Visit

BC Virtual Visit is used by a diverse range of clinical program areas across Island Health. Notably, *Mental Health and Substance Use* and *Ambulatory* continue to be top users with a total of over **14,000** visits in the last fiscal year.

Additionally, BC Virtual Visit is currently used to support *Remote Registration* of patients in rural and remote sites. In the last fiscal year, over **3,000** remote registration visits occurred using BC Virtual Visit, supporting afterhours staffing in smaller sites.

### What Do Our Patients Think?

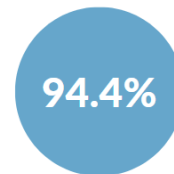
Virtual Care Services continues to seek feedback from our providers and patients using the solution. Over the past fiscal, patients who responded to a BC Virtual Visit survey reported the following:



*of users would recommend BC Virtual Visit to their family or friends*



*of users felt that BC Virtual Visit was easy to use*



*of users felt it was easier to have their appointment using BC Virtual Visit than travelling to their provider*

“ This service is great, going for an in-person appointment is good too. It is really important to me to be able to see my healthcare providers. I hope telephone appointments are fully replaced by virtual visits. ”

“ After doing many video meetings over the past 2 years because of COVID, my experience with the VIHA platform has been one of the best. Sound and video always excellent, getting into the meeting is easy. ”

“ I am absolutely delighted with this method of receiving health care! So easy! Doctor can be seen and heard clearly and I do not have the stress of traveling to Victoria to meet with him. Brilliant! ” ”

### New Feature: Date of Birth in Patient Banner Bar

We are pleased to announce that the inconsistency in the display of patient information has been addressed. Date of birth on the Patient Banner is now visible from the Patients, Queue, Schedule and Waiting Rooms tabs. This enables users to quickly access important patient information for positive patient/client identification (PPID) at point of care regardless of their location within the platform.

**Date of birth on Patient Banner from the *Queue*, *Schedule* and *Waiting Room* Tabs:**

Tuesday, May 16 Change Date Schedule +

Test Patient, BC Virtual Visit  
 Gender f Age 33 **DOB 1990-01-17** Reason for Visit Test Appointment Provider — 15:05 Scheduled

PHN 976431852

**Date of birth on Patient Banner from the *Patients* Tab:**

Patients Merge Duplicates Patient + Hide Filters Filters Clear All

Test Patient, BC Virtual Visit  
 Gender f Age 33 **DOB 01/17/1990** PHN 976431852

Filters

Patient

DOB

Visit Date

Waiting Room

Care Location

Include Deceased Status

Filter Results: 1 Patient

Export Results

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](#)