

BC VIRTUAL VISIT



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

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UPDATES TO THE PATIENT PROFILE CREATION FORM

When creating a patient profile in BC Virtual Visit, a patient's **Personal Health Number (PHN)** should be entered as the key identifier. Recently, an issue in the application caused a new field (MRN) to appear where the PHN had been on the patient profile creation form, causing confusion for users.

This profile creation process has now been corrected to prompt users to input PHN at the time of profile creation.

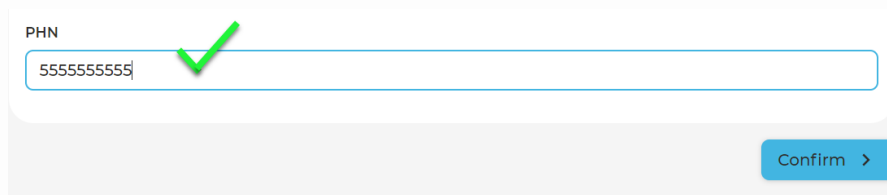
An audit and remediation of patient profiles with incorrect or mismatched PHN & MRN information has been completed to improve data quality. In addition, duplicate profiles have been merged or deactivated as part of this work.

The screenshot shows a 'New Patient' form with the following fields and options:

- First Name: Text input field
- Last Name: Text input field
- Middle Name: Text input field
- Gender: Radio buttons for Male, Female, Other, and Unknown (Unknown is selected)
- Date of Birth: Text input field with a date picker icon and placeholder 'mm/dd/yyyy'
- Email: Text input field
- Phone: Text input field with a dropdown for country code (Canada) and '+1'
- Preferred Language: Dropdown menu with a search icon and placeholder 'Start Typing to Search or Enter a Language'
- PHN: Text input field, highlighted with a red arrow
- Confirm: Button with a right arrow

A few important notes to remember when creating a patient profile:

- **To avoid creating a duplicate profile, always** confirm whether a profile exists prior to creating one. Search using by Last Name, First Name, DOB or PHN
 - For information about how to search or add a client profile in BC Virtual Visit review the [Quick Reference Guide](#).
- When creating a profile input all mandatory fields including: First Name, Last Name, DOB, Gender and PHN.
- **Note: An update will be released in the coming weeks making these fields mandatory when creating a patient profile.**
- When entering the PHN enter the 10 digit number only. **Do not** include letters numbers, spaces, dots or dashes. Data remediation is currently under way to correct existing profiles with characters or spaces.



A screenshot of a web form for entering a Patient Health Number (PHN). The label 'PHN' is positioned above a text input field. The field contains the text '5555555555' and has a green checkmark icon to its right, indicating the input is valid. Below the input field is a blue button with the text 'Confirm >'.

- Do not create any fake or test patients in the live environment. If you need to complete a test call follow the [approved testing process](#) or use the BC Virtual Visit training environment.
- If your clinical program has a requirements to add a patient's Cerner MRN to the profile, this can be done by accessing and editing a patient profile. For information see the [Creating and Updating a Patient Profile Reference Guide](#).

IN CASE YOU MISSED IT – MYVIRTUALVISIT IS NOW BC VIRTUAL VISIT

On May 28th, MyVirtualVisit changed to BC Virtual Visit to support the transition to a new provincial strategy for virtual care delivery. For more information regarding the change see the [article in the weekly](#) or the MyVirtualVisit IMIT notices distributed on May 26th and 28th.



UPCOMING BASIC AND ADVANCED TRAINING SESSIONS

In order to provide ongoing support and training for BC Virtual Visit users, the Virtual Care team continues to host live online education classes. Visit the [BC Virtual Visit Intranet site for more information](#).

Upcoming sessions on:

Basic User Training	Advanced User Training
June 2 nd @ 12pm- 1pm	June 9 th @ 12pm-1 pm
June 16 th @ 5pm -6pm	June 23 rd @ 12 -1pm

All sessions will be held by way of Zoom. If you wish to attend a session, please email telehealth@viha.ca

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 telehealth@viha.ca

Find previous updates at the bottom of the [BC Virtual Visit Information for Providers](#) webpage.

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