MyVirtualVisit *News*

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

New Account Request Form- Live in Service Now

The MyVirtualVisit user account request and change form has been migrated from Service Manager to Service Now. The original Service Manager account request link will be **decommissioned on December 4th 2020** and all requests moving forward should be made from Service Now.

The new account request form can be accessed from the Service Now Portal by searching MyVirtualVisit or using this link.

Functionality Review

Ending a MyVirtualVisit Call

A recent review of our statistics suggests there may be some users who are placing MyVirtualVisit calls on hold rather than ending the call once their video appointment is complete. Though these may seem similar, they actually lead to anomalies (incomplete visits) in reporting and statistics. See below for an overview of the two options and when these are best utilized:

Leave: Selecting "Leave" will place the call *On Hold* rather than ending the video visit. This functionality is typically used when a provider needs to step away temporarily during a video visit, or to hold the call for pick up by another member of the care team.

End for all: Selecting "End for all" will *end* the video consultation for all participants. This option should be used for visits that have been completed and no other provider needs to connect with the patient during the scheduled visit.

Cancelling Appointments

To ensure clarity for your patients, it is important to remember to cancel appointments in the MyVirtualVisit tool if they are also cancelled in your current scheduling tool, such as Cerner. This can be done following the steps outlined in the Scheduling Quick Reference Guide under the *"Cancelling, Re-sending and modifying a MyVirtualVisit appointment"* section.

Platform Improvements/ Updates

Patients reconnecting using a previous link

A new functionality has been enabled which prompts patients with options when reconnecting through a disconnected, outdated or completed appointment invitation. Just a reminder, patients have the ability to rejoin from a completed appointment link for up to **two hours** after a session has been completed or disconnected. This will place the patient back in the waiting room and into your Queue.

Updates to the Scheduling Quick Reference Guide

Minor updates have been made to the following sections in the MyVirtualVisit Scheduling Quick Reference Guide:

- Consent and Privacy – It is important to share the Electronic Communication information document with patients when capturing consent. The scheduling guide now provides a direct link to the privacy document.
- MyVirtualVisit Patient Support Desk contact information has been included. It encourages patients to call for a test appointment prior to their first visit, especially if they are feeling anxious about the technology.

You can find the updated version of the Scheduling Guide on the MyVirtualVisit Intranet Site.

Ongoing MyVirtualVisit Education Opportunities

Live Online Education Sessions

In order to provide ongoing support and training for MyVirtualVisit users, the Virtual Care team will continue to host live online education classes. In addition to the Advanced User training sessions, we will be offering Basic Functionality sessions as well.

	Basic User Training	Advanced User Training

What:	• Key topics/functionality for users getting starting with MyVirtualVisit:
	    o Password resets
	    o Accessing TEST and PROD
	    o Basic Navigation
	    o Waiting Rooms
	    o Scheduling
	    o And more!
		• New functionality for users comfortable with MyVirtualVisit
		    o New Features released
		    o Advanced functionality
		    o And More!

When:	Bi-weekly alternating between lunchtime and afterhours	Once monthly at the end of each month
Where:	Sessions will be held using Zoom to accommodate large classes	
How to Register:	Visit the MyVirtualVisit Intranet Site to register MyVirtualVisit Intranet Site.	

Self Paced Education Materials and Videos - Reminder

If you are looking for a refresher or the answer to a specific functionality question, there are a number of resources available on the MyVirtualVisit Intranet site such as:

- Quick Reference Materials and Documentation: Scheduling, Preparing for a Visit, Practice Standards etc.
- Frequently Asked Questions
- Links to current training videos can also be found on the MyVirtualVisit intranet page.
- Account Request Forms and Information

As always, your feedback is important to us. If you have a suggestion, comment, or a story about how MyVirtualVisit has influenced your practice, please send it to telehealth@viha.ca

You can find previous publications of the MyVirtualVisit NEWS at the bottom of the **MyVirtualVisit Information for Providers** page on the MyVirtualVisit site.

Provider Support at 1-877-563-3152 | Patient Support at 1-888-519-1880 | Feedback to telehealth@viha.ca

MyVirtualVisit Information for Providers   MyVirtualVisit Information for Patients