BC VIRTUAL VISIT | island health

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

November 3, 2026 – Issue #26-11

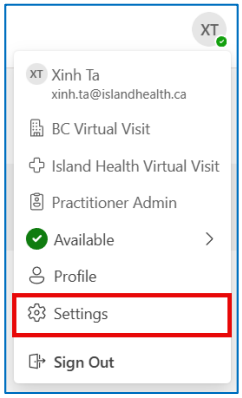
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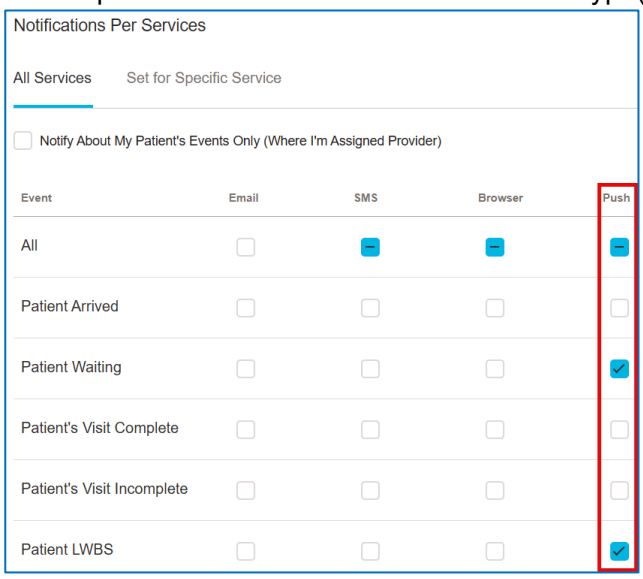
Provider Push Notifications Now Available in BC Virtual Visit

Push notifications are pop-up alerts sent to your iOS device from the BC Virtual Visit (BCVV) Provider application. When enabled, push notifications will display from your device's lock screen or notification centre. To configure push notifications based on event type in BCVV:

1. Click the user menu icon in the top right-hand corner of the screen and select "Settings".



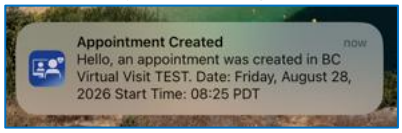
2. From the Settings page, scroll down to the "Notifications Per Services" section.
3. Enable push notifications for the desired event type(s).



4. Scroll down to the bottom of the page and click “Save” to save your changes.



5. Push notifications will be sent to your iOS device from the BC Virtual Visit Provider app based on your settings.



NOTE: Push notifications are not available on Android devices given the BCVV Provider App is currently only available on iOS.

To ensure notifications are enabled for the BC Virtual Visit Provider app on your iOS device, tap *Settings* > *Apps* > *BC Virtual Visit Provider* > *Notifications* > *Toggle “Allow Notifications” on*.

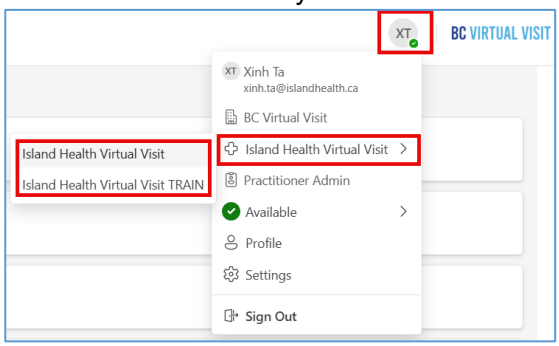
Switching Between TRAIN and PROD from the User Menu

There are two environments in BC Virtual Visit:

1. **TRAIN** – Used when onboarding as a new BC Virtual Visit user for the purpose of practicing and familiarizing yourself with the application.
2. **PRODUCTION** – Where clinical consults with patients take place.

You can now switch between the Train and Production environments from the user menu in BC Virtual Visit, whether you’re using the desktop application or a web browser.

1. Click the user menu icon in the top right-hand corner of your screen.
2. Hover over your current environment.
3. Select the environment you’d like to use.



4. **Reminder**: Prior to scheduling and conducting patient visits, confirm you’re in the correct environment by looking at the logo in the top right-hand corner of your screen.

TRAIN Logo	PRODUCTION Logo
TRAINING BC VIRTUAL VISIT	BC VIRTUAL VISIT

BC Virtual Visit Drop-In Training Sessions

The Virtual Care Technology 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 page for a list of topics.

These training sessions will be held over MS Teams. If you have specific education needs or questions, please provide this information during registration. **If you would like to attend any of the following sessions, please email VirtualCare@islandhealth.ca to request an invitation to the session you wish to attend.**

Next session:

- **November 18, 2026, 2:00 – 3:00 PM**

Upcoming sessions:

- **December 14, 2026, 2:00 – 3:00 PM**
- **January 13, 2027, 2:00 – 3:00 PM**
- **February 15, 2027, 2:00 – 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.

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: 250-519-1944
BC Virtual Visit Information for Providers | BC Virtual Visit Information for Patients/Clients