BC VIRTUAL VISIT | island health

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

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Provincial Evaluation Surveys for Healthcare Professionals and Patients

In ten minutes or less, you can help us improve BC Virtual Visit for healthcare professionals and patients!

Between November 15th and December 14th, the Office of Virtual Health at PHSA, in collaboration with other B.C. health authorities, is running two surveys to gather feedback from providers, schedulers, and patients on their use of BC Virtual Visit. The results of the survey will be used to improve the quality of the experience for virtual health visits and for BC Virtual Visit in particular, for providers and patients.

The provider survey will be administered to clinical areas that have implemented BC Virtual Visit as part of their virtual health solutions across the B.C. Health Authorities. The results of the survey will be shared provincially in the new year.

Ready to complete the survey? [Here is the link for healthcare professionals](#). Questions? Please contact the officeofvirtualhealth@phsa.ca

The patient survey is available in English, Spanish, Punjabi, Chinese and Arabic, and is available for patients to complete at the end of their BC Virtual Visit appointment. Reminding your patients to complete this survey following their virtual appointment will be greatly appreciated.

There is no need to complete the provider or patient surveys more than once.

BC Virtual Visit Desktop Application Update

Reminder: Between November 10th and 23rd, all Island Health managed Windows computers will receive an updated version of the BC Virtual Visit desktop application (v1.6.5).

No action will be required as the updates will be made automatically for devices connected to the Island Health network. End users should not notice any differences when accessing the BC Virtual Visit application.

If you experience issues launching BC Virtual Visit after the update, please restart your computer. If you continue to experience issues, please reach out to the BC Health Service Desk and Clinical Service Desk at 250-370-8777 or Toll-free at 1-877-563-3152.
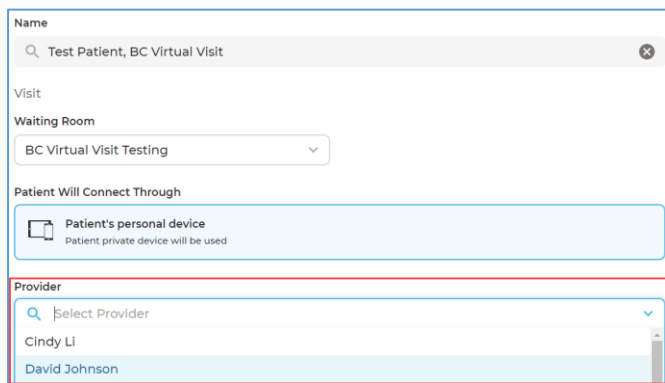
Assign and Unassign a Provider to a Visit

BC Virtual Visit users now have the ability to assign (tag) a healthcare provider to an appointment. This feature allows for easier identification of the primary healthcare provider for a visit, and gives users additional Queue filtering flexibility, as well as the ability to only receive notifications for visits where they are the assigned provider (see section below on "Ability to Configure Notifications by Waiting Room").

Note that only one provider can be added to a visit at a time and they must be a member of the current waiting room. Whether a provider is added to a visit has no impact on whether they (or other waiting room members) can join the visit with the patient.

For workflows where multiple providers connect to a visit, we recommend that you identify a primary healthcare provider through the Provider field, and continue to use the Reason(s) for Visit field to identify other providers (if applicable to your clinic).

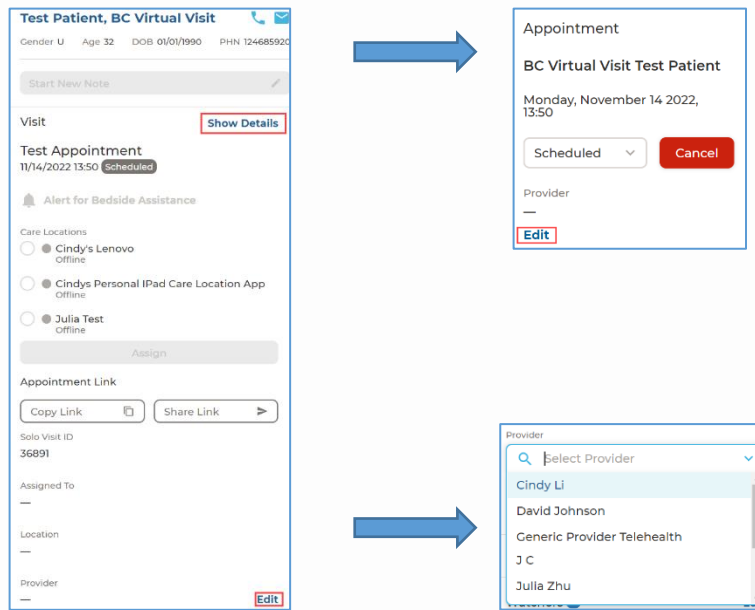### Assign a Provider to an Appointment

1. When scheduling an appointment, click the Provider drop-down and select a primary healthcare provider.

2. For appointments that have already been scheduled, you can assign a provider by clicking Edit next to the Provider field in the visit panel, or by going to the Appointment Summary Page by clicking Show Details.

For more information about the new assign feature and scheduling, please refer to the Scheduling quick reference guide.

Unassign/Reassign a Provider

You can unassign a provider from a visit, and reassign the visit to another provider by clicking
Edit next to the Provider field in either the Appointment Summary Page or the appointment panel, then click the ⓧ to unassign the existing provider. Reassign a new provider if desired as per the assign instructions above.

Queue Filtering by Assigned Provider

You can use the Provider filter if you are looking for visits assigned to a specific healthcare Provider(s). Search and select the Provider(s) that you would like to view visits for. For more details please refer to the Queue configuration quick reference guide.
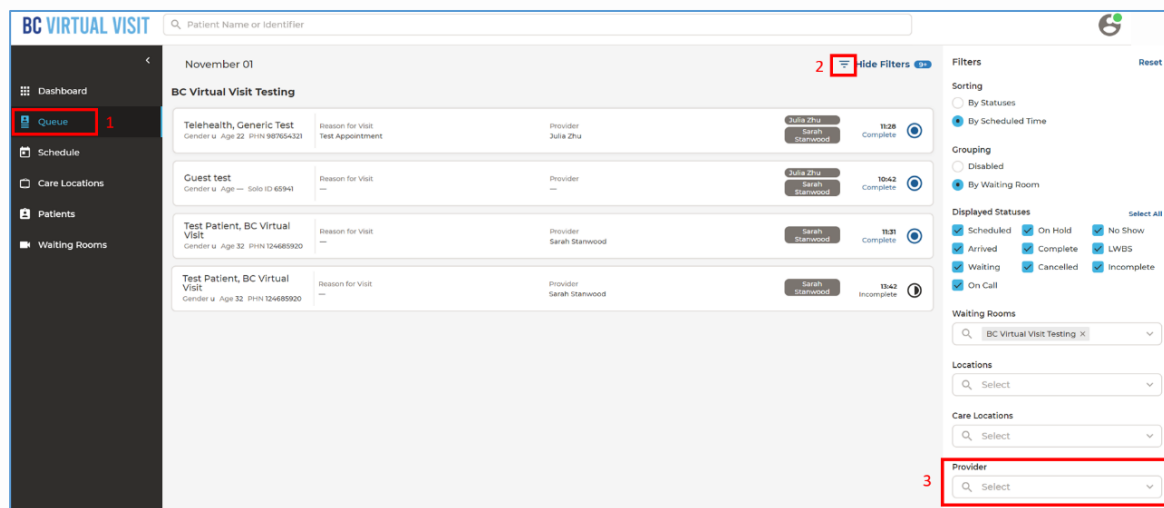
Ability to Configure Notifications by Waiting Room

BC Virtual Visit users now have the ability to configure notifications for specific waiting rooms and all waiting rooms that they have access to, and to only receive notifications for appointments where they have been assigned as the Provider. For more details on notifications, please refer to the User Profile Settings quick reference guide.

Configure Notifications for a Specific Waiting Room and All Waiting Rooms

1. Click the User Menu icon in the top right, then select Settings.

2. Scroll down to Notifications Per Services, and select the Set for Specific Service tab. Under Service, select the desired waiting room. If you wish to configure your notifications for all waiting rooms that you have access to, click the All Services tab.

3. Scroll to the bottom of the screen and click Save.
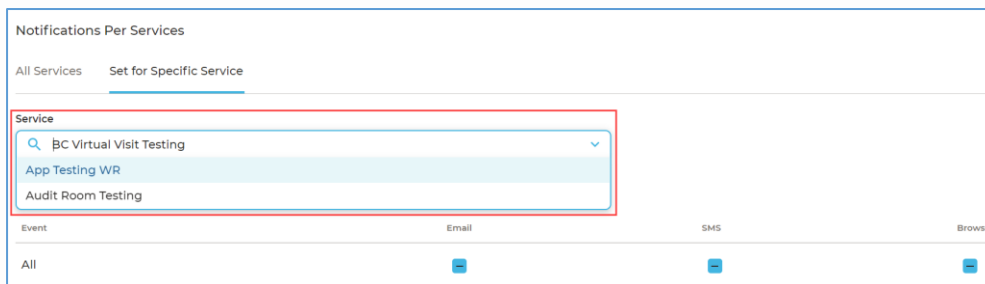
Notifications for My Patients Only

BC Virtual Visit users can now choose to only receive notifications for appointments where they are the assigned provider by checking the box:
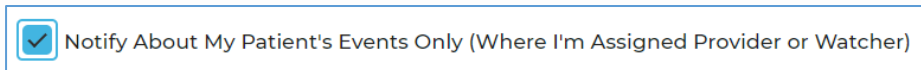
Please note that the Watcher feature is currently not applicable.

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: 1-844-442-4433
BC Virtual Visit Information for Providers | BC Virtual Visit Information for Patients/Clients