



# 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.

Edition 20-07: **October 28<sup>th</sup> 2020**

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## MyVirtualVisit Evaluation – You can still provide feedback!

In our last newsletter we asked MyVirtualVisit users to complete a brief survey about their experience during the COVID-19 pandemic and future plans for virtual care.

Thank you for all your input! We are learning a great deal and working to provide more support through new education opportunities. We have already received over 60 responses. A few early findings include:

- 68% of respondents had not used any form of Telehealth prior to MyVirtualVisit
- 71% plan to use MyVirtualVisit outside of the pandemic to support normal care delivery
- On average, individuals support 15 appointments weekly using MyVirtualVisit
- After completing provided training, 60% of users felt confident using MyVirtualVisit
- 78% of users experienced technology challenges when first implementing MyVirtualVisit
- 80% of respondents felt the application was easy to learn
- 26% feel the MyVirtualVisit application is cumbersome to use

For those who have yet to complete the survey, there is still time! We hope you will take a moment to share your experience! The survey takes about 15 minutes to complete.

[Click here to start the survey.](#)

## Platform Improvements/ Updates

### Invite your patient to re-connect to a video call

A new feature has been released which allows providers to send a new email/text inviting patients to reconnect to a video call if they a) lose connection or b) need to rejoin a previous video call. MyVirtualVisit users can re-send the email or text notification directly from the Schedule or Queue page by selecting the appointment. This will allow your patient to re-join easily without having to find their original email/ text message.



After clicking on “Invite patient to reconnect” users will receive a pop up indicating the notification has been sent as well as a timer displaying how long since they sent the invite. Patients will receive an email or SMS depending on contact details in their profile:



<https://patient.ca.visitnow.org/start/96713199030e5443455e10e8781437ab4c673bd1> Hello, a medical professional would like to reconnect with you for a recently scheduled virtual visit. Please click the link above to start the session and they will be with you momentarily.

<https://patient.ca.visitnow.org/start/96713199030e5443455e10e8781437ab4c673bd1> Hello, a medical professional from a recent virtual visit would like to reconnect with you. Please click the link above; they will join you momentarily.

## Understanding User Settings and Notifications

In past editions of the MyVirtualVisit NEWS, information about provider nicknames and profile settings has been demonstrated. There are a number of additional notification settings that can be customized by account holders. By default, these notification settings have been turned off for all accounts.

A new Quick Reference Guide has been created and published to help you understand how these profile notifications work with your assigned waiting rooms and whether, based on your use of the application any of these could be enabled to improve workflow.

You can find the MyVirtualVisit User Profile Settings Quick Reference guide on the [MyVirtualVisit Intranet Site](#).

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## Ongoing MyVirtualVisit Education Opportunities

The Virtual Care team hosted our first live online learning session on September 30<sup>th</sup> 2020. This session was a great success with over 27 attendees!

In order to provide ongoing support and training for MyVirtualVisit users, the Virtual Care team will be hosting a series of live online sessions *once monthly*.

These sessions will provide individuals using MyVirtualVisit with an opportunity to learn about new and advanced functionality, as well as ask any outstanding questions.

To find out more about upcoming online learning sessions and how to register, visit the [MyVirtualVisit Intranet Site](#).

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## MyVirtualVisit Statistics – where we are at now

Things are moving quickly – here is a brief summary of our statistics showing the growth of MyVirtualVisit at Island Health:

- Over **16 400** visits have been completed using the MyVirtualVisit application since March 2020
- On average, there are **450** active MyVirtualVisit users a week and **1165** total active users.
- Over **10800** unique patients have attended their appointments virtually using MyVirtualVisit.
- On average, **2000** visits are now completed each reporting period.
- See below for reporting stats from *September 18<sup>th</sup> to October 15<sup>th</sup> 2020* :



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## MyVirtualVisit – where we are going!

As MyVirtualVisit users settle into delivering care virtually, Island Health is working to support the expansion of virtual care into a number of priority areas including Long Term Care, Tertiary Mental Health, Primary Care and Urgent Primary care as well as the Hospital at Home!

Island Health continues to be a leader in the province when it comes implementing virtual visit technologies. Our team is actively working with colleagues in other health authorities to prepare for a provincial instance of MyVirtualVisit.

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## Quotes from our Patients

“Works very well for those times when a hands-on physical exam isn't needed.”

“I was worried about the technology but it was relatively easy. I would definitely do it again.”

“I initially had difficulty getting connected to my healthcare provider, but I got really good technical support over the phone.”

“This is a wonderful service. The video is clear and the sound is perfect. I really enjoy using this method of communication.”

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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](mailto: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](mailto:telehealth@viha.ca)

[MyVirtualVisit Information for Providers](#) [MyVirtualVisit Information for Patients](#)