

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

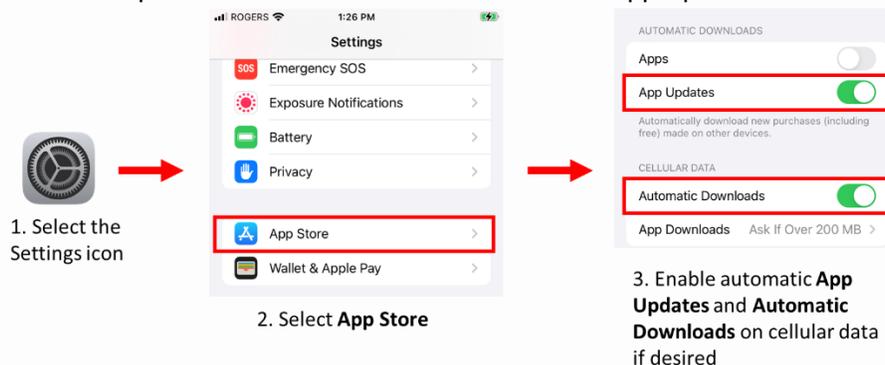
OCTOBER 21 2022 – Issue # 22-10

IN THIS ISSUE

- Updated provider and patient iOS applications now available
- Updated provider and patient desktop applications now available on personal devices
- Recommended way to search for a patient in BC Virtual Visit
- Virtual care survey: help us shape the future for our patients and providers!

UPDATED PROVIDER AND PATIENT IOS APPLICATIONS NOW AVAILABLE

Updated healthcare provider and patient applications (v44.0) are now available for iOS devices. If you have your device settings set to automatically download updates for applications, you will be on the latest version. If you do not have automatic application updates enabled on your device, you can either download the latest version from the App Store or follow the steps outlined below to enable automatic app updates for future versions:



Some of the new features include:

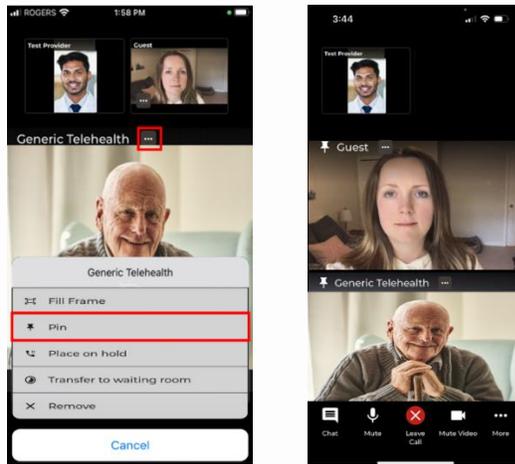
1. Icon to Identify Healthcare Providers On a Call

Similar to the desktop application, patients and guests joining over the iOS app will now see a brief case icon  next to any healthcare provider(s) names to help identify them on a call. Similarly, a healthcare provider will see the icon next to their colleagues' names as well.

2. Ability to Pin One or Two Participants Videos

Patients, guests, and healthcare providers now have the ability to pin up to two participants' videos for side by side viewing. This feature can be used to support communications when more than one provider or a family member joins the call with a patient. The steps are as follows once in an active call:

1. Click the ellipses  next to the participants name
2. Select  Pin to pin the participant's video to your screen
3. Repeat these steps on a second participant



4. To Unpin a participant's video, click on the ellipses again and select  Unpin

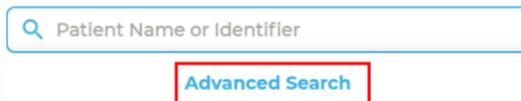
UPDATED PROVIDER AND PATIENT DESKTOP APPLICATIONS NOW AVAILABLE ON PERSONAL DEVICES

The BC Virtual Visit desktop application has been updated for performance optimizations as of October 18th, 2022. This update will only effect those using the BC Virtual Visit (Teladoc Provider or Teladoc Patient) desktop application from a non-Island Health computer. Please follow any prompts you may receive to download the latest application updates for best performance. For users on Island Health managed computers, a communication will be sent at a later date when the updates have been made.

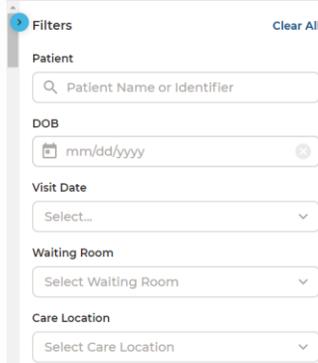
RECOMMENDED WAY TO SEARCH FOR A PATIENT IN BC VIRTUAL VISIT

When searching for a patient, we recommend using the **Advanced Search** feature. This feature is accessible from the following locations:

1. By clicking in the patient search bar at the top of each page and selecting **Advanced Search**



2. By using the filters on the right-hand side of the **Patients** tab



Where possible, **always search for your patient using their PHN or MRN** as these unique identifiers will return specific patient profiles. If a unique identifier is not available, use a combination of the other fields to narrow down the results returned. Before selecting a patient profile, always verify against three identifiers (e.g. Legal Name, DOB, and PHN) following positive patient identification (PPID) best practices.

Patient Profiles Displayed in Alphabetical Order

Patient profile search results now display in alphabetical order. This enhancement allows you to locate patient profiles quicker in the event that you do not search following the recommended criteria outlined above. Results will sort and display by the following criteria:

1. Last Name A to Z, *then*
2. First Name A to Z, *then*
3. Middle Name A to Z

Reminder: Please ensure you conduct a thorough search in the application before creating a new patient profile as this often leads to the creation of duplicate profiles.

VIRTUAL CARE SURVEY: HELP US SHAPE THE FUTURE FOR OUR PATIENTS AND PROVIDERS!

We are seeking your thoughts and advice to help inform our strategic plan for improving, enhancing, and expanding the use of virtual care services at Island Health.

Why Did We Develop this Survey?

The Virtual Care Services program at Island Health has grown exponentially over the past three years. We have arrived at an important stage of development and need to chart our way forward building on the growth. In order to build our plan, we must understand our current state, learn more about where the industry is going, and hear from those with whom we work in order to design a service that supports excellence in the delivery of care virtually - everywhere, every time.

We are inviting all Island Health staff to share their ideas about the future of virtual care via an online survey. Whether you are a physician, nurse, allied health provider, program administrator, scheduling clerk, volunteer, or patient ... we want to hear from you. Maybe you have thoughts about how new technologies like artificial intelligence or 'smart' devices can improve care, or you have ideas around how to improve digital literacy for patients and providers... tell us what matters to you.

Completing the Survey

The survey will take approximately 5 - 15 minutes to complete depending on how much you want to share. Information shared by our survey respondents will remain *anonymous*.

The survey will be available until October 31st, 2022:
<https://surveys.viha.ca/surveys/VCS-clinical-staff>

If you have any questions, or would prefer to discuss your thoughts with one of our team members, please enter your name and contact details where indicated on the last page of the survey. You may also contact us directly via email at virtualcare@islandhealth.ca or by telephone at 250-519-1944 to coordinate a time to connect.

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](#)