



# 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 20-06: September 14, 2020

1. MyVirtualVisit Evaluation – Provide your Feedback!
2. Upcoming MyVirtualVisit Learning Opportunities
3. New Platform Improvements
4. How to Request Additional Webcams or Headsets
5. Newsletter Frequency – Moving to Monthly

### MyVirtualVisit Evaluation – Provide your Feedback!

Island Health has seen care delivery models expand, shift and grow in a very short time. Virtual care is becoming standard practice for many clinical program areas and it is important for us to understand the impacts of this shift. The Virtual Care team has initiated a three-phase approach to evaluation, which will look at the tool, usability, implementation, training and clinical outcomes. Phase 1 and 2 will focus on lessons learned during the pandemic, as well as overall impacts to date on providers and patients. The information we learn will be used to inform our upcoming work.

We are asking all MyVirtualVisit users to complete a brief survey. We hope you will share your experience during the pandemic and plans for virtual care now and in the future. The survey will take about 15 minutes to complete. Your feedback will be used to evaluate where we are and how we can support improvements.

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

### Upcoming MyVirtualVisit Learning Opportunities

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

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

The first MyVirtualVisit continuing learning session will be held on **Wednesday September 30th 2020**. Please see below for details:

**Session Title:** MyVirtualVisit Continued Learning Session #1

#### Topics:

- Common issues and troubleshooting
- Inviting guests (family members, other clinicians)
- How to put a call on hold successfully
- Open Mic for your questions

**Time:** 12pm – 1pm

**How to Connect:** The session will be held using Zoom. If you wish to attend the session, please email [telehealth@viha.ca](mailto:telehealth@viha.ca) and ask for an invitation with the Meeting ID and password.

### New Platform Improvements!

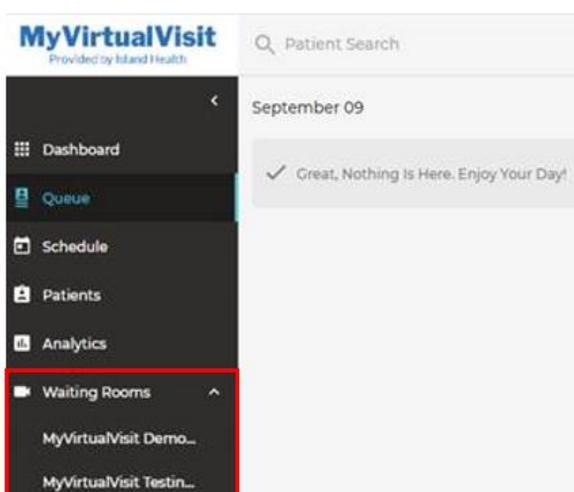
#### Waiting room display change

A new feature impacting waiting room display will be released on Friday September 18th. This feature introduces a slight change to the way clinicians and providers see and select waiting rooms from their home screen.

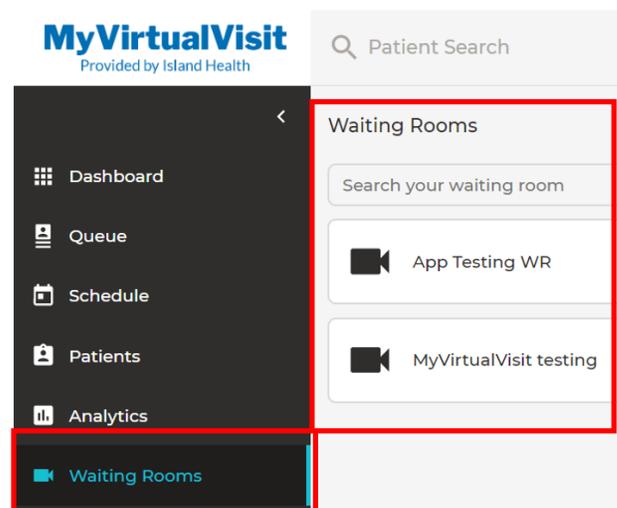
Previously, a user's waiting rooms displayed directly under the waiting room feature in the left navigation pane.

Following the release of this new functionality, users will still select "Waiting Rooms" from the left navigation pane, however, all available waiting rooms will now display in the main center navigation pane.

#### Current View



#### Future View



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### Requesting Additional Web Cameras or Headsets

Many programs are realizing MyVirtualVisit is being used more frequently and by more clinicians than originally expected. If your clinical area or program has a requirement for additional headsets or other devices, please direct your request to the Virtual Care team at [telehealth@viha.ca](mailto:telehealth@viha.ca).

While we are still experiencing device shortages this information will allow us to better understand the need for additional devices at this time. Devices will be primarily deployed on a first-come, first-served basis.

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### We are Moving to a Monthly Publication of the MyVirtualVisit NEWS

MyVirtualVisit NEWS is moving from a bi-weekly to a monthly publication. Newsletters will continue to include updates, platform improvements and important reminders!

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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)

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