

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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PATIENT PROFILE CHANGES TO SUPPORT INTEGRATION PHASE II

Please review the following functionality changes which are live in BC Virtual Visit (BCVV) as of today.

Indication of Primary Phone and Primary Email Fields

Appointment notifications will only be sent to the Primary Phone and Primary Email as listed on the patient profile. These fields are easily identifiable as they are the first ones in each section and clarifying language has been added to indicate that they are the primary values. Any subsequent phone numbers or email addresses listed below the primary values will not receive appointment notifications.

Phone		
Primary Phone	This information is needed for authorization and sending notifications to the patient +12505556666	Primary Phone will receive appointment notifications
Phone	+12508774444	Secondary fields will NOT receive appointment notifications
Email		
Primary Email	This information is needed for authorization and sending notifications to the patient bcvvpatient@gmail.com	Primary Email will receive appointment notifications

If you need to change the primary values to represent the patient's preferred contact details, instructions are included in a subsequent section below.

Phone Number and Email Address Values to Flow from Cerner

As part of integration phase II, phone numbers and email addresses will now flow from Cerner to BC Virtual Visit; however, the **Primary Phone and Primary Email listed on the patient's profile in BC Virtual Visit will remain as the source of truth** at this time. When a patient record is touched in Cerner, the logic will work as follows for the identified scenarios:

Scenario 1:

- Patient does not exist in BCVV and a new patient profile is being created via Cerner integration, OR
- Patient exists in BCVV, but patient profile does not contain a Primary Phone or Primary Email

Mobile phone from Cerner will map to Primary Phone (if no Mobile, then Home phone)

All other phone numbers in Cerner will map to secondary fields

Email from Cerner will map to Primary Email

Phone +

Primary Phone
This information is needed for authorization and sending notifications to the patient

Type: Mobile

Phone Number

Type: Work -

Email +

Primary Email
This information is needed for authorization and sending notifications to the patient

Type: Home

Scenario 2:

- Patient exists in BCVV. Patient profile already contains a Primary Phone and a Primary Email.

BCVV Primary Phone remains source of truth

All other phone numbers in Cerner will map to secondary fields (if not already in BCVV)

BCVV Primary Email remains source of truth

If email in Cerner is different, will map to secondary field

Phone +

Primary Phone
This information is needed for authorization and sending notifications to the patient

Type: Mobile

Phone Number

Type: Work -

Email +

Primary Email
This information is needed for authorization and sending notifications to the patient

Type: Home

Email

Type: Old -

Scenario 3:

- Patient exists in BCVV. Patient profile already contains a Primary Phone, but does not contain a Primary Email.

BCVV Primary Phone remains source of truth

All other phone numbers in Cerner will map to secondary fields (if not already in BCVV)

Email from Cerner will map to Primary Email

Phone +

Primary Phone
This information is needed for authorization and sending notifications to the patient

Type: Mobile

Phone Number

Type: Work -

Email +

Primary Email
This information is needed for authorization and sending notifications to the patient

Type: Home

Scenario 4:

- Patient exists in BCVV. Patient profile already contains a Primary Email, but does not contain a Primary Phone.

Mobile phone from Cerner will map to Primary Phone (if no Mobile, then Home phone)

All other phone numbers in Cerner will map to secondary fields (if not already in BCVV)

BCVV Primary Email remains source of truth

If email in Cerner is different, will map to secondary field

Phone

Primary Phone
This information is needed for authorization and sending notifications to the patient
Type: Mobile

Phone Number
Type: Work

Email

Primary Email
This information is needed for authorization and sending notifications to the patient
Type: Home

Email
Type: Old

Note: Unless your clinic registers/schedules outside of Cerner or your client does not have an email and/or phone number in Cerner, the **Primary Phone and Primary Email values in BC Virtual Visit will always be populated**. As a result, clients with previously scheduled visits may receive appointment invitations to the newly populated Primary Phone or Primary Email on their patient profile. The client can join the visit from their original appointment invitation or the new one received.

Confirming and Editing Information on the Patient Profile

Please remember to always confirm the client's Primary Phone and Primary Email when scheduling an appointment with them as this information must be accurate in order to receive appointment invitations. We know that patients preferred contact details can change at any time.

If you need to edit the Primary Phone or Primary Email (or any other contact information on record), perform the following steps:

1. Navigate to the **Patients** tab on the left-hand column
2. Use the filters on the right-hand side of the screen to search for the correct patient – if possible, search by a unique identifier such as the PHN or MRN

Filters [Clear All](#)

Patient

Q Patient Name or Identifier

3. Perform PPID using at least 3 identifiers (i.e. PHN, Legal Name, DOB) before confirming and selecting the correct patient
4. Click on the patients name on the right-hand side

Test Patient, BC Virtual Visit



Gender U Age 32 DOB 01/01/1990 Solo ID 34731

5. Click on the edit (pencil) icon to the left of the patient's name above

Test Patient, BC Virtual Visit

Gender U Age 32 DOB 01/01/1990

6. Modify, add, or remove phone number(s) or email address(es) as necessary.


If you need to add new Primary Phone or Primary Email values while retaining the current values, use the to create new secondary fields for the current values. Once these values have been copied into the new secondary fields, add the new values to the primary fields. Appointment invitation(s) for previously scheduled visits will be sent to the new primary contact details once the changes are saved.

Reminder: Please ensure the Primary Phone *Type* is always set to *Mobile*.
If you need to edit any other data on the patient profile (i.e. PHN, Legal Name, DOB, Address, or Gender), this should be completed in Cerner where used for registration and scheduling as we receive these values in BC Virtual Visit automatically.

If you require further support, please continue to call the Clinical Service Desk (CSD) at 250-370-8777 or x18777.

NEW MAGNIFY FUNCTIONALITY AVAILABLE FOR HEALTHCARE PROVIDERS

Healthcare providers now have an additional feature to enhance their view of participants during a video call from the BC Virtual Visit provider desktop or web browser application.

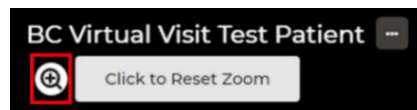
Place your cursor  in the centre of the area of interest and complete one of the following to zoom in on a participants video:

1. Move the scroll wheel on your mouse forward
2. Left click on your mouse, hold it down, and drag the viewing box to the preferred size
3. Left click on your mouse once to zoom in a defined amount



To zoom back out, you can either:

4. Move the scroll wheel on your mouse backward
5. Click the unzoom icon to reset the zoom

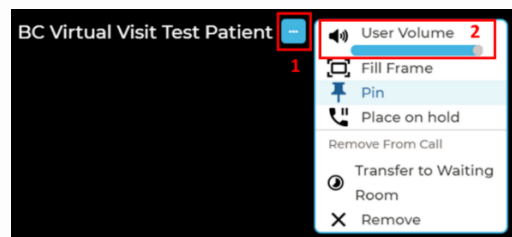


Patients and/or guests will receive no indication when you've zoomed in on their video.

NEW ABILITY TO ADJUST SELECT PARTICIPANTS VOLUME LEVELS

Healthcare providers now have the ability to increase or decrease the audio for specific participants on a call without changing the volume for everyone else on the call. This allows you to fine tune how loud or quiet a single participant is. This feature is available from the provider desktop or web browser application.

1. Next to the participants name, select the ellipses
2. Adjust the participants audio using the volume control



UPDATED INSTRUCTIONAL PATIENT VIDEOS NOW AVAILABLE

Updates to the original patient educational videos introduced in 2021 have been made to reflect a more accurate user experience in BC Virtual Visit. These videos can be used by patients to prepare for an upcoming visit and are specific to the device the patient plans to attend their visit from.

The latest videos are available for viewing on the [Attending a BC Virtual Visit Appointment](#) website page, which is accessible to anyone over the internet.

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](#)