

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

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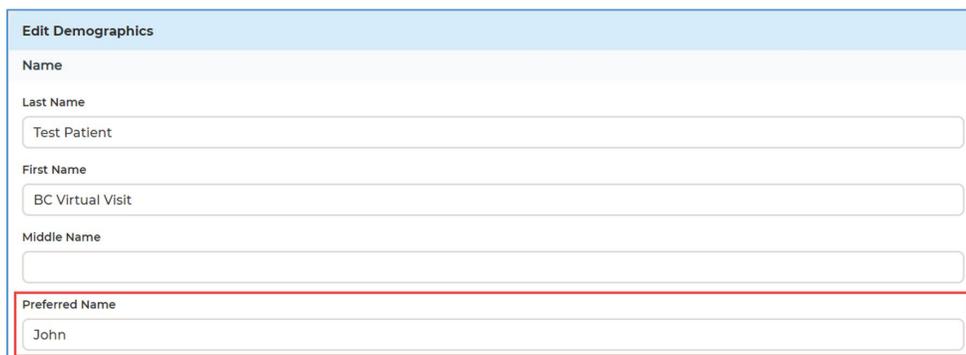
New Feature: Patient Preferred Name Field Available

We are pleased to introduce the "Patient Preferred Name" field that enables clients' preferred names to be added to their BC Virtual Visit profile to ensure providers can address the client correctly.

Note: The "Patient Preferred Name" field is unique to BC Virtual Visit patient profiles, and has no correlation to, or integration with, the "Preferred First Name" field in Cerner.

The client's preferred name can be updated in their profile:

1. Search for the client (confirming PPID with 3 identifiers)
2. Click on their profile
3. Edit demographics 
4. Update their preferred name



The screenshot shows a form titled "Edit Demographics" with the following fields:

- Name
- Last Name: Test Patient
- First Name: BC Virtual Visit
- Middle Name
- Preferred Name: John (highlighted with a red border)

The client's preferred name is displayed in a few locations:

In the right preview panel of their patient profile and visit details:

The screenshot shows a patient profile interface. At the top, there are tabs for 'Patients', 'Manage Groups', 'Patient +', and 'Show Filters'. Below this, a search bar contains 'Test Patient, BC Virtual Visit' with subtext 'Gender u Age 33 DOB 01-01-1990 PHN 124685920'. On the right, a 'Test Patient, BC Virtual Visit' card displays 'Preferred Name: John', 'Created: U', 'Age: 33', 'DOB: 01-01-1990', and 'PHN: 124685920'. Red boxes highlight the 'Preferred Name: John' field and the 'PHN: 124685920' field.

In the video call and in-call chat:

The screenshot shows a video call interface. On the left, there are two video feeds: one of an elderly man (John) and one of a doctor (Test Provider). A red arrow points to the name 'John' in the top-left corner of the video call area. On the right, there is an 'In-call chat' window. The chat header shows 'John' with a red arrow pointing to it. The chat content shows a message 'Hello' and a text input field with the placeholder 'Text message here' and a 'Send' button. At the bottom of the video call area, there are controls for 'AV Settings', 'Participants', 'Mute Video', 'Mute', and 'End Session'. At the bottom of the chat window, there are controls for 'Share', 'Invite', 'Chat', and 'Profile'.

New Feature: Mark Patient Phone and Email as Primary

Improvements have been made to patient demographic management.

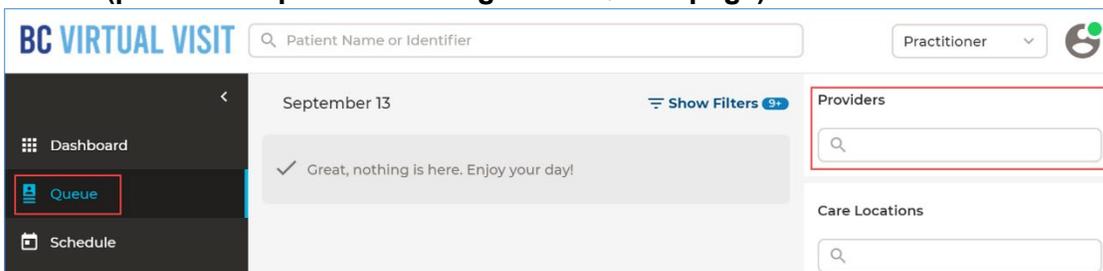
Previously, to designate a new primary phone number or email address for a patient, users were required to manually copy and paste the desired contact information into the appropriate primary value fields. This process involved multiple manual steps, leading to potential user errors and a sub-optimal user experience.

This feature allows users to effortlessly set a phone number or email address at the primary contact information for a patient by selecting **Set as Primary**.

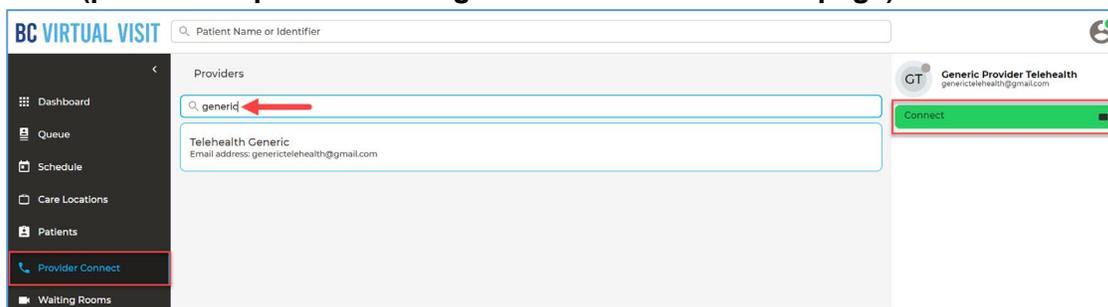
New Feature: Provider Connect Page for Provider-to-Provider Calling

Provider-to-provider calling has been removed from the Queue and now has its own page in BC Virtual Visit. Providers can directly call other providers with BC Virtual Visit accounts through the new **Provider Connect** page.

Before (provider-to-provider calling in the Queue page):



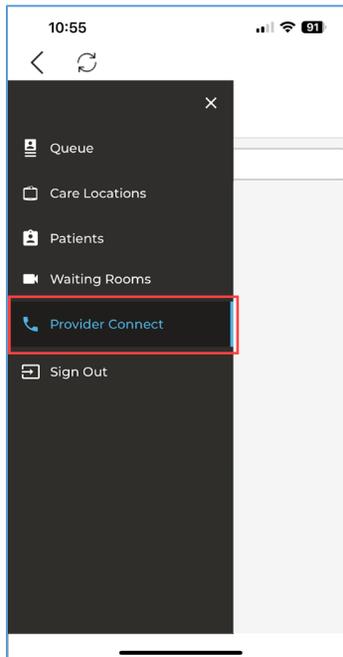
After (provider-to-provider calling in the Provider Connect page):



To directly call another provider through BC Virtual Visit:

1. Navigate to the **Provider Connect** page from the left panel that shows all pages
2. Search for the Provider (i.e. another BC Virtual Visit user) you would like to call
3. Click on their contact so that a blue border appears around it
4. Click "Connect" from the right panel to initiate a call

The **Provider Connect** page is also available on iOS mobile devices:



Removal of Blue Spinning Circle in Virtual Waiting Room

The “blue spinning wheel” that was shown to clients in the Virtual Waiting Room has been removed due to client feedback that it was causing confusion. The text displayed to the client in the Virtual Waiting Room has been updated to reflect the removal of the “blue spinning wheel”.

Before:



Hello! Welcome to the Virtual Waiting Room

Thanks for your patience! Your healthcare provider may be running a bit late.

The blue spinning wheel above shows that you are properly connected and actively waiting. If your visit is about to start, please do not click away from this window or lock your device.

If you get disconnected, please click the appointment link again. If you are early, you are welcome to exit the waiting room now and return 5 minutes before your scheduled time.

For questions and concerns about your appointment, please contact your clinic directly.

If you need technical help with your device, please call the Patient Virtual Healthcare Tech Support Desk at 1-844-442-4433.

After:

Hello! Welcome to the Virtual Waiting Room

Thanks for your patience! Your healthcare provider may be running a bit late.

By reaching this page, you have successfully joined the Virtual Waiting Room and are actively waiting. If your visit is about to start, please do not click away from this window or lock your device.

If you get disconnected, please click the appointment link again. If you are early, you are welcome to exit the waiting room now and return 5 minutes before your scheduled time.

For questions and concerns about your appointment, please contact your clinic directly.

If you need technical help with your device, please call the Patient Virtual Healthcare Tech Support Desk at 1-844-442-4433.

BC Virtual Visit Drop-in Training Sessions

The Virtual Care Services team will be hosting a series of live, online education sessions to provide ongoing support and training for BC Virtual Visit users. Visit the [BC Virtual Visit Information for Healthcare Professionals page](#) for a list of topics.

These training sessions will be held over Zoom. **If you would like to attend any of the following sessions, please click [here](#) to select the session you wish to attend and register for.**

Next session:

- **October 11th, 2023, 3:00 PM – 4:00 PM**

Upcoming sessions:

- **November 8th, 2023, 3:00 PM – 4:00 PM**
- **December 13th, 2023, 3:00 PM – 4:00 PM**
- **January 10th, 2024, 3:00 PM – 4:00 PM**
- **February 14th, 2024, 3:00 PM – 4:00 PM**

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](#)