

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

## SEPTEMBER 22, 2025 – Issue # 25-09

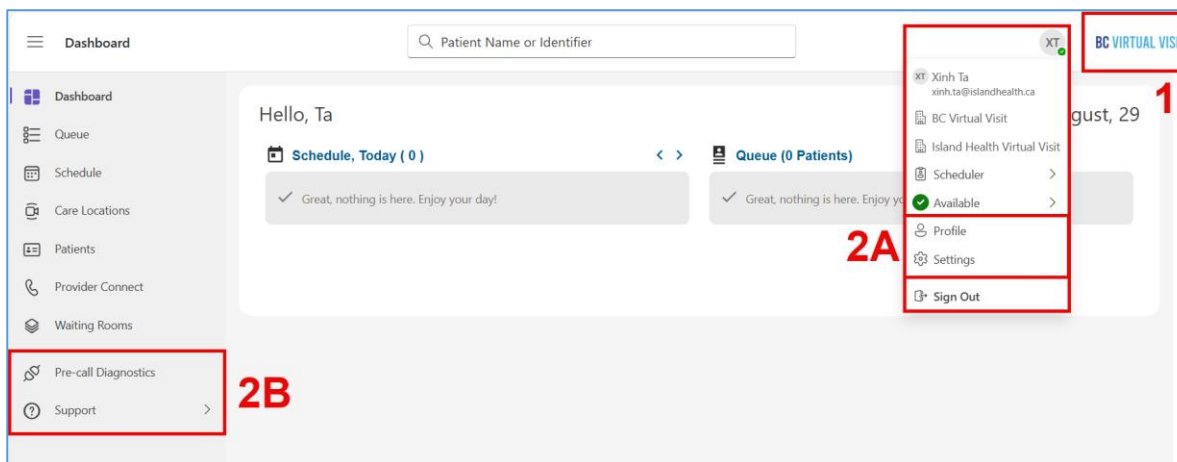
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### Updated User Interface – Header and Menu

The header and user menu in BC Virtual Visit have been updated with a new design as seen below. With this update:

1. The BCVV logo now displays on the right side of the screen (formerly on the left).
2. The options available in the user menu have changed.
  - a. **“Profile”** and **“Settings”** are available from the user menu.
  - b. **“Pre-call Diagnostics”** and **“Support”** have moved into the left navigation menu.



These interface changes do not impact the functionality of the application.

### New Custom Patient Message Available

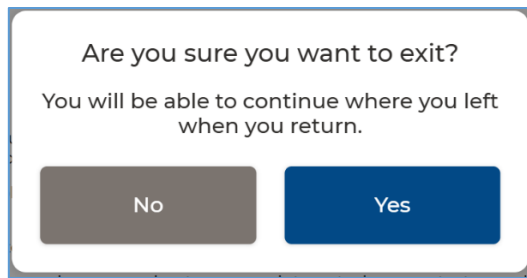
Currently, when users exit the virtual waiting room in BC Virtual Visit, a default message displays: *“Are you sure you want to exit? You will be able to continue where you left when you return.”*

This message can now be customized to include specific verbiage or contact information, based on a clinical program's requirements. An example custom message is drafted below:

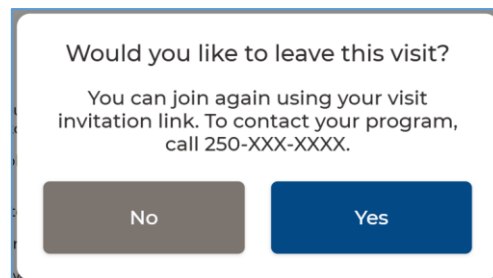
### Example custom message:

**Title:** "Would you like to leave this visit?"

**Message:** "You can join again using your visit invitation link. To contact your program, call [PHONE NUMBER]."



**Default Message**



**Custom Message**

If your program is interested in customizing this patient message, please email [VirtualCare@islandhealth.ca](mailto:VirtualCare@islandhealth.ca)

### What our BC Virtual Visit users have to say

Virtual Care Technology Services continuously seeks feedback from our providers who are actively using the solution. Throughout this past year, providers who responded to a BC Virtual Visit survey have said the following:

*"Thank you for all the BCVV team does. Patients are very grateful for this service by their reports to me."*

*"Want to mention how grateful many patients tell me they are to have this BCVV option. Thank you."*

### BC Virtual Visit Drop-In Training Sessions

The Virtual Care Technology 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 page](#) for a list of topics.

These training sessions will be held over Zoom. If you have specific education needs or questions, please provide this information during registration. **To attend any of the following sessions, please click [here](#) to select the session you wish to attend and register for.**

#### Next session:

- **October 15<sup>th</sup>, 2025, 2:00 PM – 3:00 PM**

#### Upcoming sessions:

- **November 12<sup>th</sup>, 2025, 2:00 PM – 3:00 PM**
- **December 15<sup>th</sup>, 2025, 2:00 PM – 3:00 PM**

- **January 14<sup>th</sup>, 2026, 2:00 PM – 3:00 PM**
- **February 9<sup>th</sup>, 2026, 2:00 PM – 3:00 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](mailto: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](#)***