



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 21-01: **January 21st 2021**

1. Updates to the MyVirtualVisit applications
2. Platform Improvements
3. Reminder – Patient Technical Support Line – Changes to Hours of Operation and Contact Number





Updates to the MyVirtualVisit Application

InTouch Health, the vendor providing the MyVirtualVisit application, was recently acquired by Teladoc Health, a global leader in Virtual Care.

The company has completed a re-design and re-branding of their virtual care tools and application suite. Island Health will be deploying updates to all patient and provider MyVirtualVisit applications.

Updates to the applications will occur in two phases between January 29, 2021 and February 15, 2021

Patient and provider applications previously known as InTouch will be renamed to Teladoc Health. Application users can also expect changes to the logo and other visual brand elements. There will be no changes to how the applications work or the security of your virtual visit.

Teladoc Health Patient Application		Teladoc Health Provider Application	
Current app icon	After the update	Current app icon	After the update
			

January 29, 2021 - iOS application updates for provider and patient iPhones/iPads.

What do I need to do?

- **iPhone or iPad** - Update the InTouch application on your iPhone or iPad through the App Store.
 - [Help updating your application](#) is available on the Apple website.
- **Island Health Kiosk iPad or Community Health Services iPhone** - There is no need to update the application; IMIT will make the update for you. Look for the Teladoc Health Provider app on your device after January 29.

February 15, 2021 - Desktop application updates for provider and patient laptops and computers.

What do I need to do?

- **Island Health Windows PC, Yoga, Tangent or Surface Pro devices** - There is no need to update your application; IMIT will make the update for you. Applications will still appear as MyVirtualVisit on your desktop.
- **Personal Windows PC or Personal Mac** – After February 15, launch the InTouch Provider app and follow the prompts to update the application on your device. The InTouch application will be rebranded to Teladoc Health Provider.

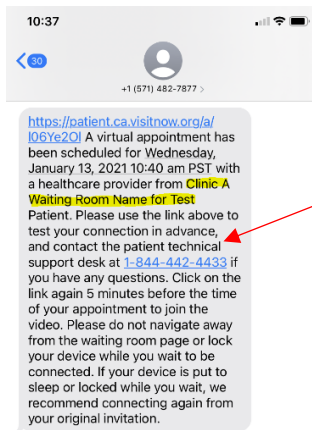
After the updates, healthcare providers can continue to log in with their existing MyVirtualVisit practice URL (myvirtualvisit.ca.visitnow.org) and credentials.

The InTouch app will continue to be supported over the coming months to allow time for patients and providers to update their application.

For more information, visit the [MyVirtualVisit Website](#). If you have any questions or concerns regarding the upcoming releases please contact the Clinical Service Desk: x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free) option #3.

Platform Improvements/Updates

Addition of Patient Name and Waiting Room Name in SMS (Text) Notifications



In order to provide further clarity for clients, additional details have been included in the SMS appointment notifications and reminders. The SMS message now includes :

- The Waiting Room Name from which the virtual visit was scheduled from
- The client's name
- Additional details about joining the visit and virtual waiting room

Reminder: Only clients with a mobile telephone number added to their MyVirtualVisit profile will receive SMS notifications and reminders.



Reminder: Patient Technical Support Line - Changes to Hours of Operation and Contact Number

As of December 21st 2020 trained PHSA agents will provide technical support for patients needing help with the MyVirtualVisit platform.

NEW NUMBER: 1-844-442-4433 **NEW SUPPORT HOURS: Monday to Friday 7am – 5pm** (excluding STAT Holidays)

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

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 1-844-442-4433 | Feedback to telehealth@viha.ca

[MyVirtualVisit Information for Providers](#) [MyVirtualVisit Information for Patients](#)