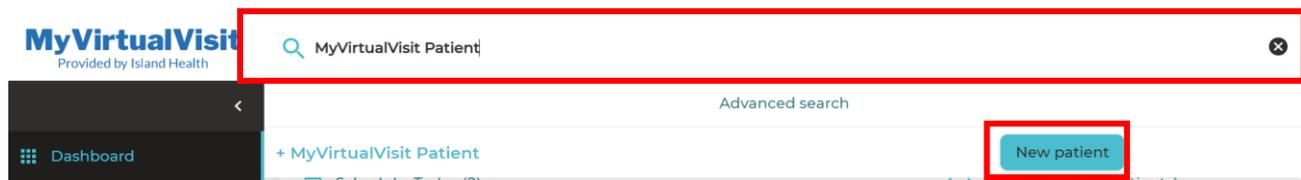


NOTE: Once patient profile is created and saved, the PHN cannot be updated. Information on what to do if the incorrect PHN has been entered is outlined below in this document.

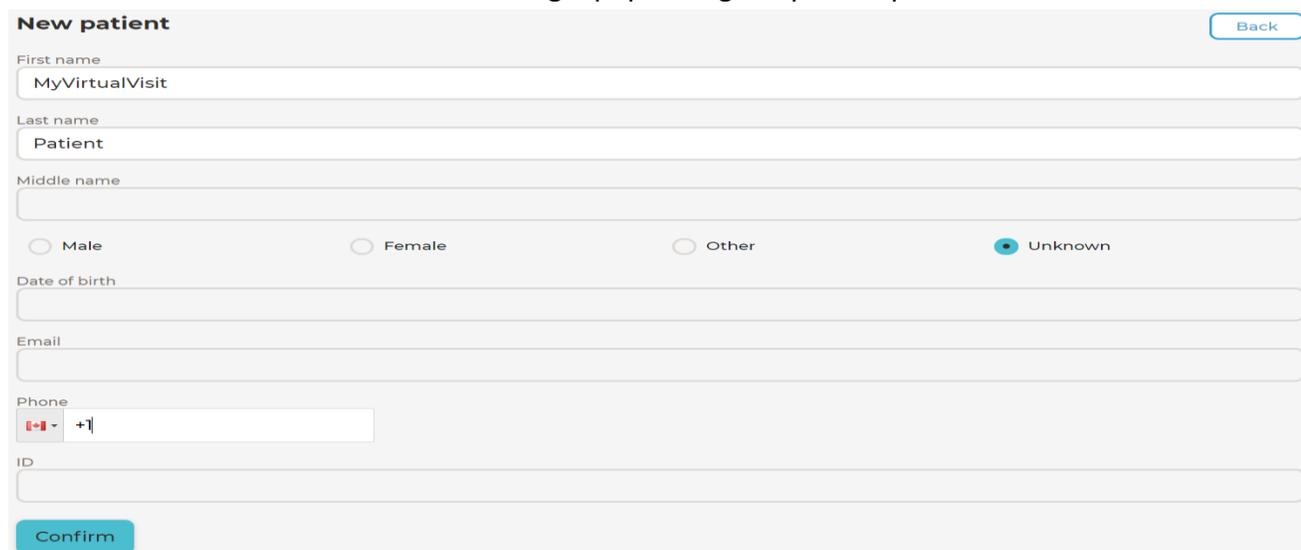
Creating a Patient Profile

1. Ensure you have documented the patient’s verbal consent to provide their email and phone for the use of MyVirtualVisit in the patient’s chart.
2. Use the “Patient Search” at the top of your screen and start typing in the name of the patient who you wish to create.



The screenshot shows the MyVirtualVisit Patient Search interface. A search bar at the top contains the text "MyVirtualVisit Patient" and is highlighted with a red box. Below the search bar, there is a navigation menu with "Dashboard" and "+ MyVirtualVisit Patient". A "New patient" button is highlighted with a red box.

3. Click on the **New Patient** button to begin populating the patient profile fields.



The screenshot shows the "New patient" form. The form has a "Back" button in the top right corner. The fields are: First name (MyVirtualVisit), Last name (Patient), Middle name (empty), Gender (radio buttons for Male, Female, Other, and Unknown, with Unknown selected), Date of birth (empty), Email (empty), Phone (country code dropdown set to Canada and a text input field with "+1"), and ID (empty). A "Confirm" button is at the bottom left.

4. The required fields include:
 - First Name and Last Name
 - Gender
 - Date of Birth
 - Email
 - Phone
 - ID (PHN)
5. Click **Confirm** when complete.

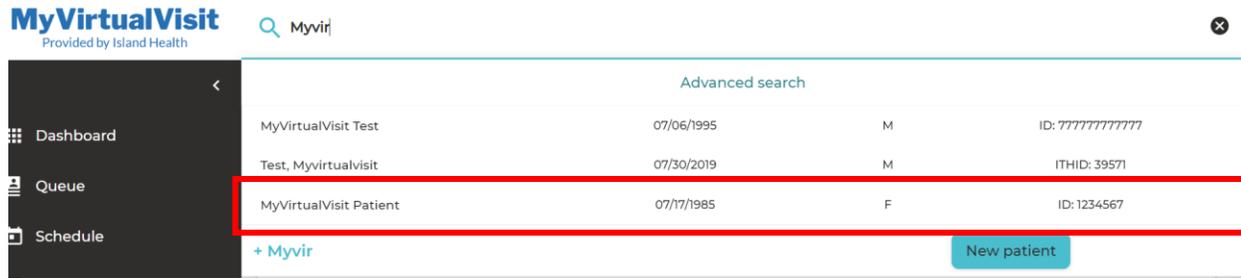
For technical support, please contact the Clinical Solutions Desk at

x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free).

Modified: 15 June 2020

Updating a Patient Profile

1. Use **Patient Search** at the top of your screen to search the patient profile you wish to update.



The screenshot shows the MyVirtualVisit interface. At the top left is the logo "MyVirtualVisit Provided by Island Health" and a search bar containing "Myvir". Below the search bar is a table titled "Advanced search" with the following data:

MyVirtualVisit Test	07/06/1995	M	ID: 777777777777
Test, Myvirtualvisit	07/30/2019	M	ITHID: 39571
MyVirtualVisit Patient	07/17/1985	F	ID: 1234567

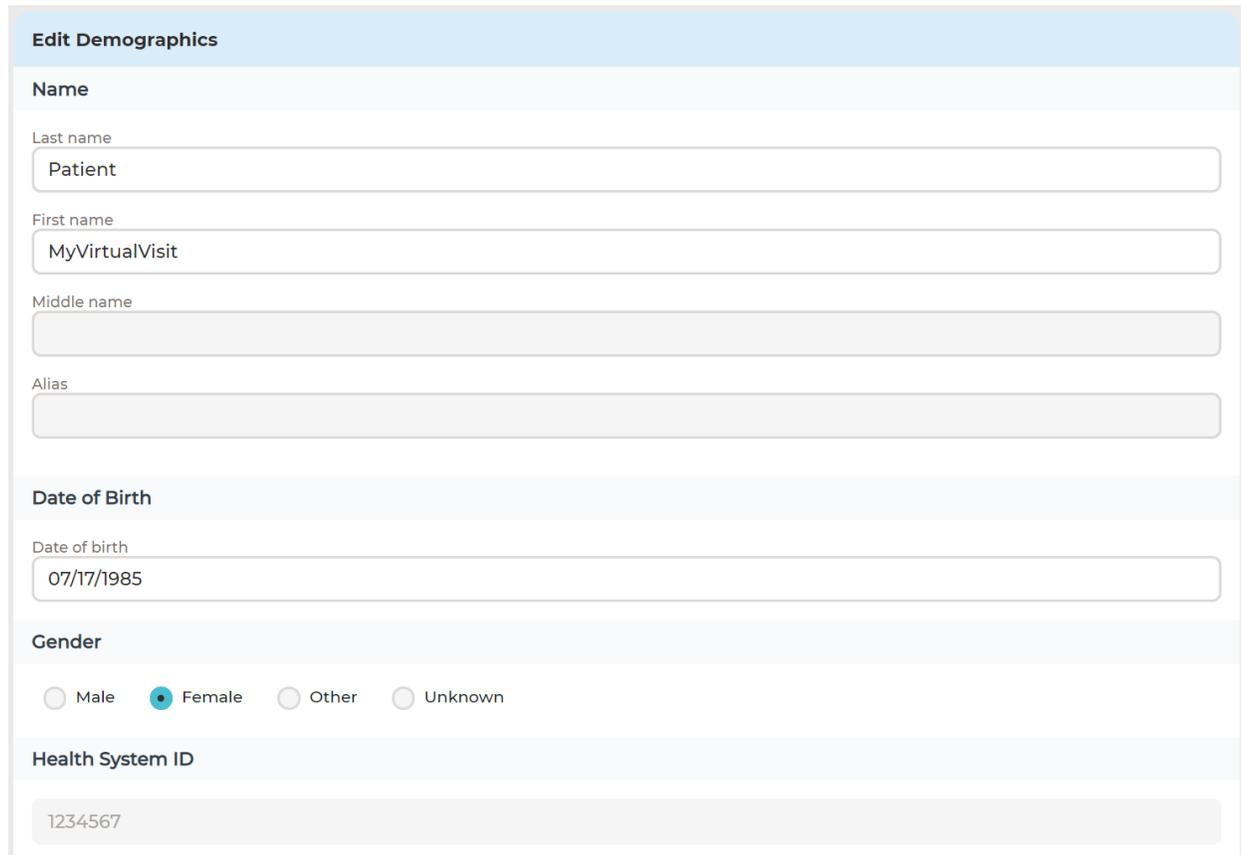
Below the table are a "+ Myvir" link and a "New patient" button. A red box highlights the third row of the table.

2. After selecting the patient from the dropdown list above, open the patient profile by clicking on the patient's name on the right navigation pane.



The screenshot shows the patient profile navigation pane. The text "Patient, MyVirtualVisit" is highlighted with a red box. To the right of the text are icons for a phone and an envelope. Below the text are the following details: "Gender F", "Age 34", "DOB 07/17/1985", and "ID 1234567".

3. You will now see a demographics page. Click on  to edit the fields.



The screenshot shows the "Edit Demographics" form. The form is divided into sections: "Name", "Date of Birth", "Gender", and "Health System ID".

Name

Last name: Patient

First name: MyVirtualVisit

Middle name:

Alias:

Date of Birth

Date of birth: 07/17/1985

Gender

Male Female Other Unknown

Health System ID

1234567

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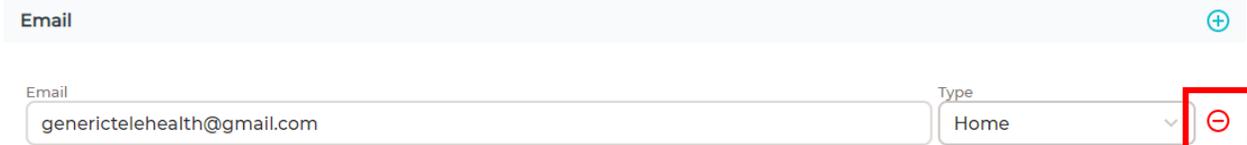
Modified: 15 June 2020

NOTE: If a patient profile has been created and saved with the incorrect PHN, the patient profile must be de-activated and a new profile must be created with the correct PHN. Patient profiles should **ONLY** be de-activated for purposes of incorrect PHN being arrived, and **NOT** de-activated if the patient no longer requires MyVirtualVisit, as they may be a patient for other clinical programs who also use MyVirtualVisit.

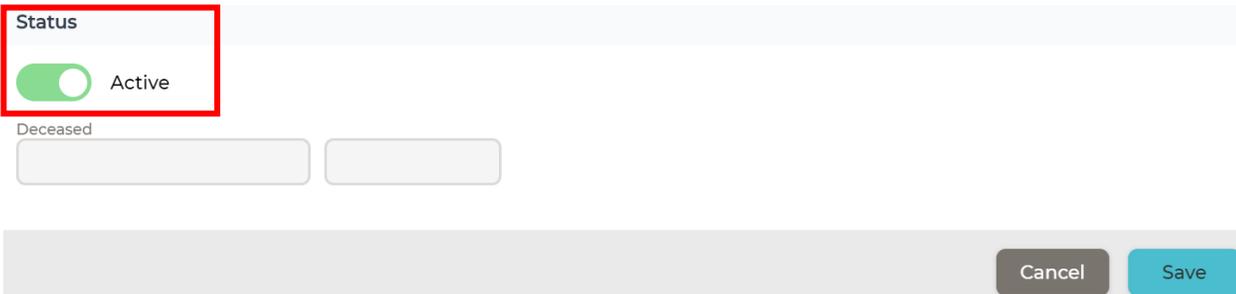
De-Activating a Patient Profile

1. Follow the instructions above to edit a patient profile.
2. Scroll down and locate the **Email** section. Click the minus symbol marked in red to remove the email from this profile.

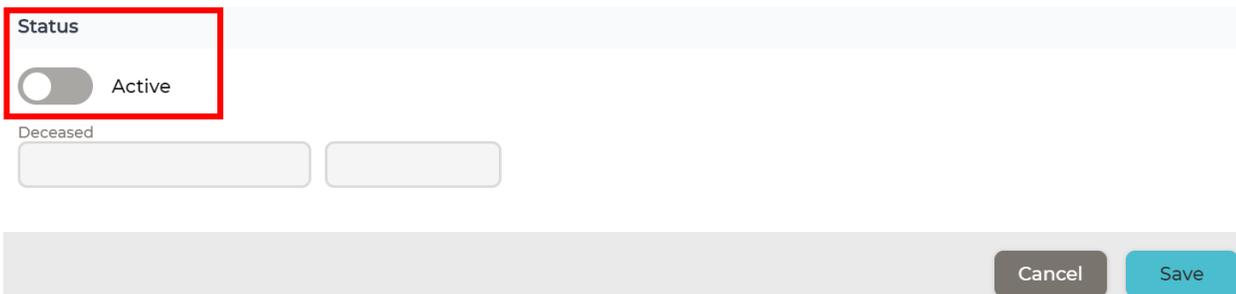
Note: You must remove the email from the patient profile prior to de-activating the profile



3. Scroll to the very bottom under the **Status** section.



4. Click on the **Active** toggle so that it turns grey. This de-activates the patient profile.



5. Click **Save** to keep the change. This patient will no longer be searchable in the system. To re-create a patient profile, follow the steps above on creating a patient profile.

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x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free).

Modified: 15 June 2020