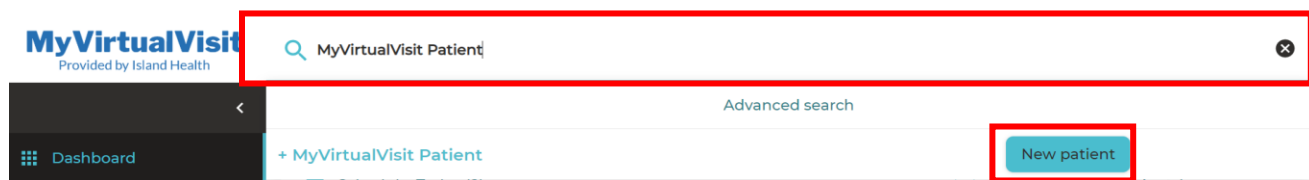


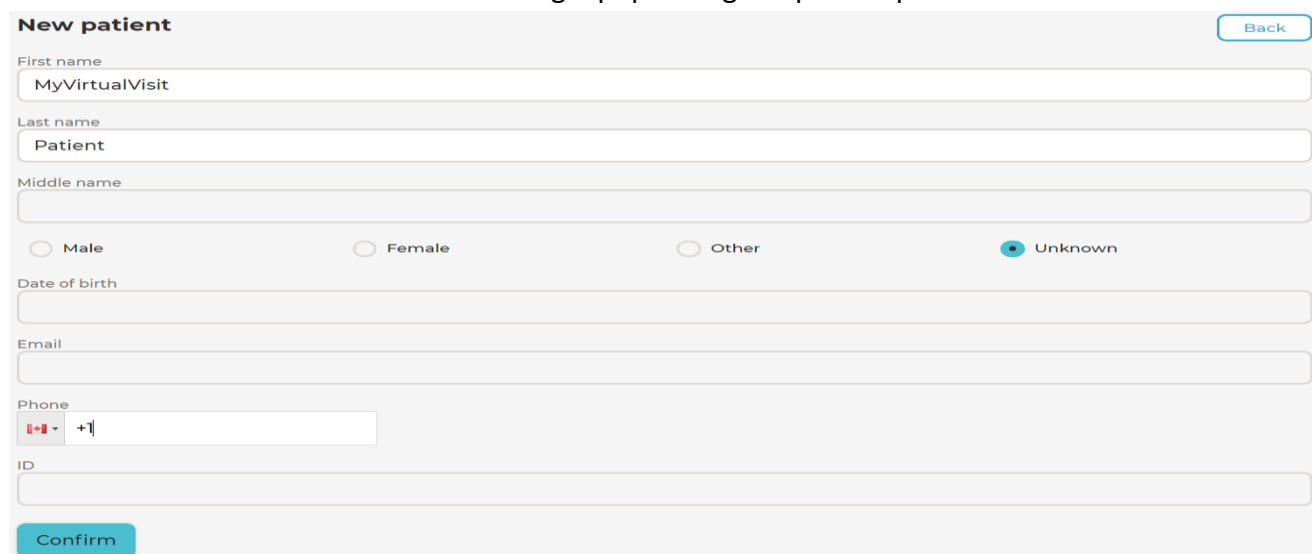
**NOTE:** Once patient profile is created and saved, the PHN cannot be updated. The patient profile must be set to de-activated and a new profile must be created with the correct PHN if there was an incorrect PHN entered.

## 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.



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



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: 20 May 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 search interface. The search bar contains 'Myvir'. Below the search bar, there is a table of search results. The table has columns for patient name, date of birth, gender, and ID. The third row, 'MyVirtualVisit Patient' with DOB '07/17/1985' and ID '1234567', is highlighted with a red box. A '+ Myvir' button is on the left and a 'New patient' button is on the right.

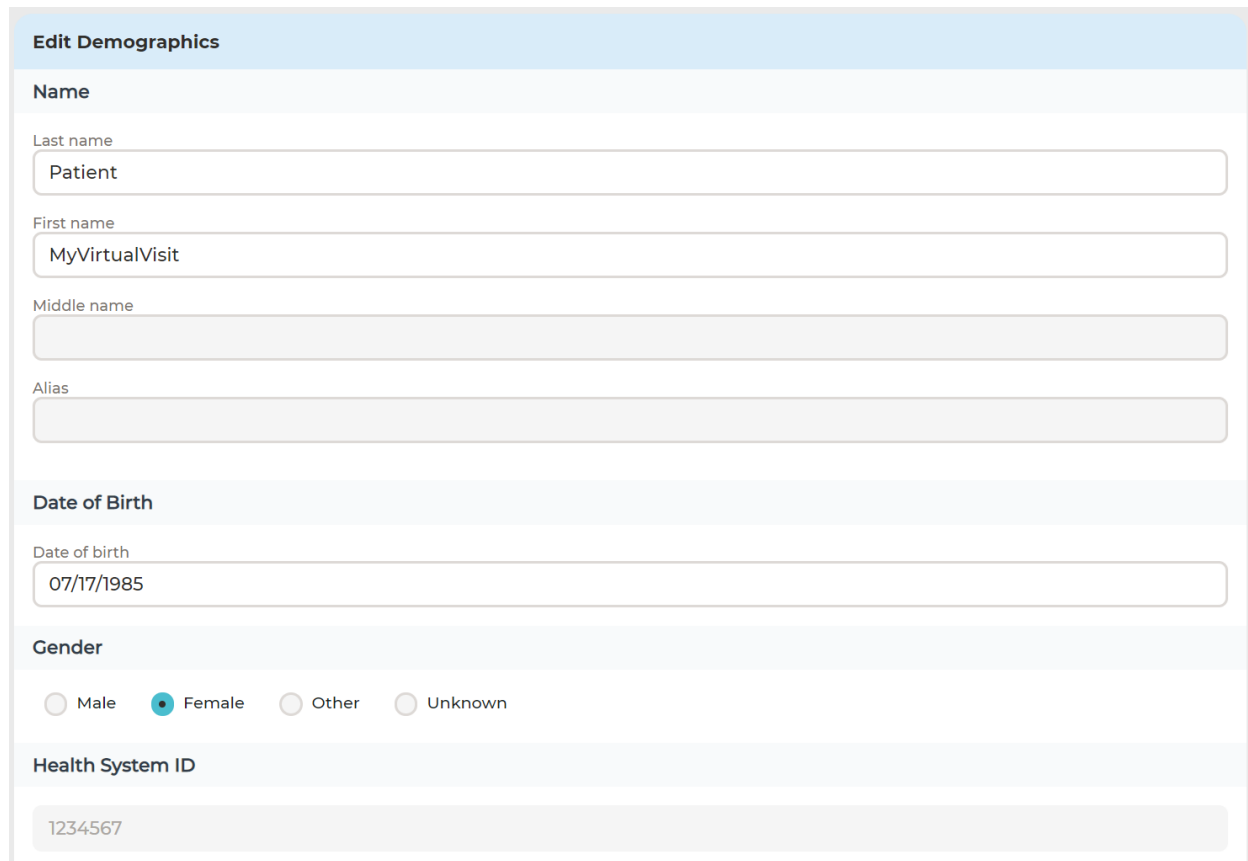
Advanced search			
MyVirtualVisit Test	07/06/1995	M	ID: 777777777777
Test, Myvirtualvisit	07/30/2019	M	ITHID: 39571
MyVirtualVisit Patient	07/17/1985	F	ID: 1234567

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 header. The name 'Patient, MyVirtualVisit' is highlighted with a red box. To the right are icons for a phone and an envelope. Below the name, the patient's demographics are listed: 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. It has sections for Name, Date of Birth, Gender, and Health System ID. The Name section has fields for Last name (Patient), First name (MyVirtualVisit), and Middle name. The Date of Birth section has a field for Date of birth (07/17/1985). The Gender section has radio buttons for Male, Female (selected), Other, and Unknown. The Health System ID section has a field for ID (1234567).

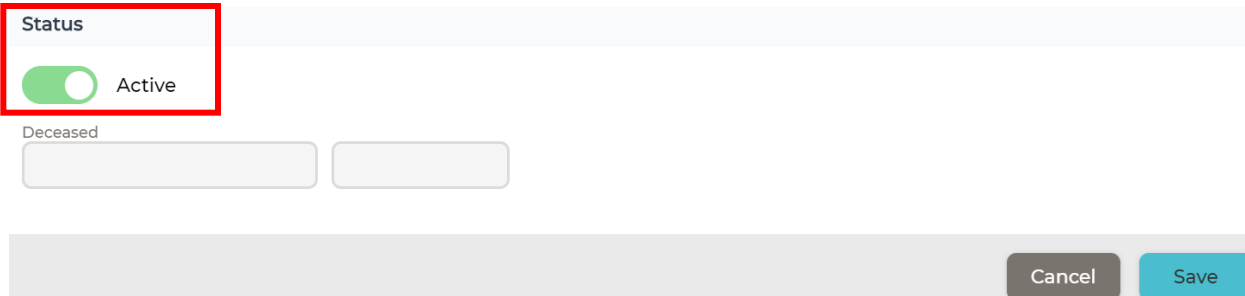
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Modified: 20 May 2020

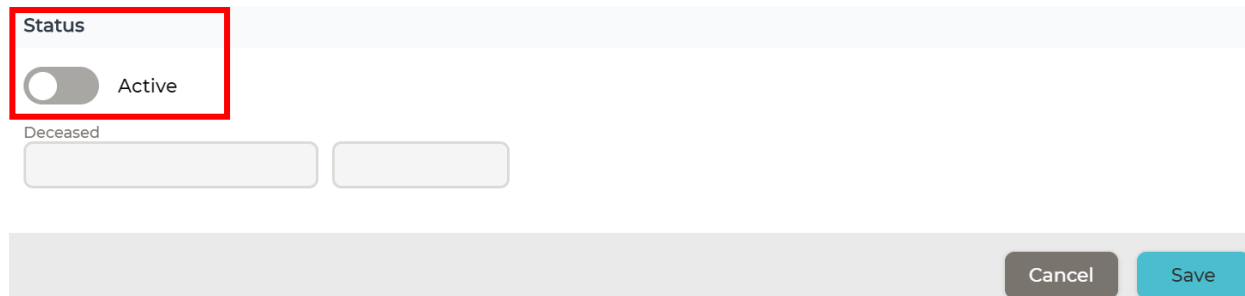
## De-Activating a Patient Profile

1. Follow the instructions to update a patient profile. On the demographics page, scroll to the very bottom under the **Status** section.



The screenshot shows the 'Status' section of a patient profile. A red box highlights the 'Active' toggle, which is currently turned on (green). Below it are two empty input fields under the 'Deceased' label. At the bottom right, there are 'Cancel' and 'Save' buttons.

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



The screenshot shows the 'Status' section of a patient profile. A red box highlights the 'Active' toggle, which is now turned off (grey). Below it are two empty input fields under the 'Deceased' label. At the bottom right, there are 'Cancel' and 'Save' buttons.

3. 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.