BCVirtualVisit: User Profile Settings

Information for healthcare professionals

| Purpose:	To provide guidance on the different profile settings specific to a user and how to configure them.

User Profile – Updating Notification Settings

Notification settings can be adjusted in order to receive various event notifications from BCVirtualVisit.

Notifications in general can be received three ways depending on how your profile is configured and how you are accessing BCVirtualVisit:

- **SMS (Text Message)** - Sent to the phone number entered in your BCVirtualVisit profile.
- **Email** - To the email associated with your BCVirtualVisit log in.
- **Browser** - Pop-up notification when you are logged into BCVirtualVisit on a browser.

To configure your notification settings → Click on your user menu, then select **settings** from the dropdown
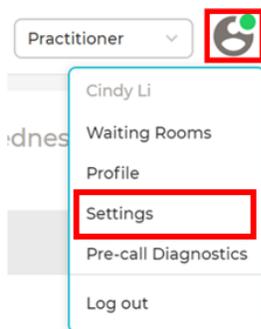
You may then select which types of notifications you would like to receive. See below for details regarding each notification type as well as how each is triggered.

> **NOTE:** Please be mindful that many of these are applied either at a waiting room level or system wide.

- **Waiting Room Level (WRL)** – enabling these will trigger notifications for appointments for all assigned waiting rooms. If you are in a **shared** waiting room, notifications will apply to appointments in all of your waiting rooms; meaning you may receive notifications for appointments that are not your own.
- **System Wide (SW)** – enabling these will trigger notifications for changes to any patient profiles in the system.

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Please review each description in detail before enabling these in your profile settings:

Notification	Definition	Impact	Default Configuration
Patient Arrived	**Not Applicable** - related to manual adjustment of appointment status, not currently leveraged in Island Health workflows	WRL	**OFF**
Patient Waiting	Patient has completed check in and is waiting in the virtual waiting room and is ready to connect	WRL	**OFF**
Patient Visit Complete	BCVirtualVisit appointment has been completed, Provider ends the call for all	WRL	**OFF**
Patient Visit Incomplete	Patient appointment status is manually adjusted to incomplete	WRL	**OFF**
Patient LWBS	Patient "Left Without Being Seen"- patient joins and provider never joins	WRL	**OFF**
Patient On Hold	Patient is placed on hold and put back into the waiting room by a provider	WRL	**OFF**
Patient No Show	Patient does not join the scheduled visit	WRL	**OFF**
Patient with Updates	Notification triggered for any updates to a patient profile, form, visit etc.	SW	**OFF**
Patient with completed forms	**Not Applicable at this time**- Notification will trigger for any forms completed by a patient.	SW	**OFF**
Visit Notes with comments	**Not Applicable,** related to clinical note functionality not utilized by Island Health	SW	**OFF**
Patients with Device Readings	**Not Applicable,** related to hardware not utilized by Island Health	SW	**OFF**
Provider to Provider	Provider is placing a direct call to you via the BCVirtualVisit Queue.	WRL	**ON**
Notification from Provider	Notification triggered when a patient is assigned to a Care Location and another BCVirtualVisit user presses the "Alert for bedside assistance" bell in the patient information screen	WRL	**OFF**
Consult Note Was Signed	**Not Applicable,** related to clinical note functionality not utilized by Island Health	SW	**OFF**
Consult Note Was Amended	**Not Applicable,** related to clinical note functionality not utilized by Island Health	SW	**OFF**

## User Profile – Using a Nickname in Video Calls

BCVirtualVisit users have the ability to configure a nickname that will be displayed to the patient during the video call instead of their full name listed in the profile.

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NOTE: Please refrain from changing your first name and last name in BCVirtualVisit, as they are used for account management purposes. Instead, you may add a preferred name using the Nickname option as described below:

Step 1: Click on your user menu as displayed in the image below
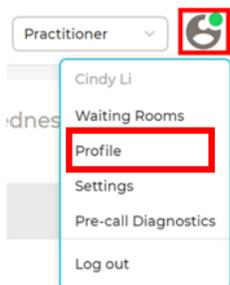
Step 2: Click on "profile" from the dropdown menu above to see an option for "Nickname" as shown below
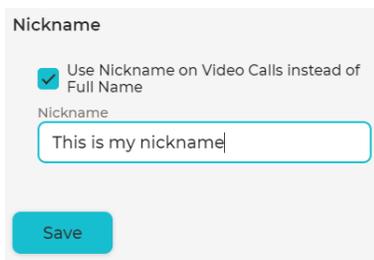
Step 3: The image below shows an example of what this would look like in the video call. All participants in the video will see your name in the video icon as the text entered in the field above.