

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

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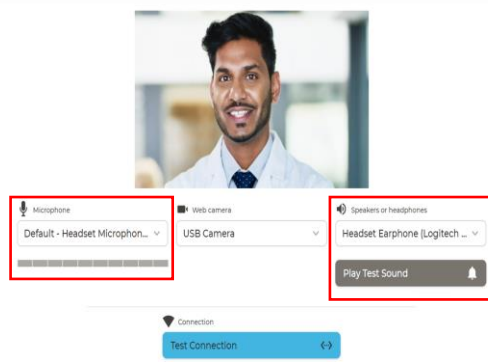
RECENT UPDATES TO THE PATIENT AND PROVIDER APPLICATIONS (DESKTOP & WEB)

The BC Virtual Visit desktop application was recently updated. All Island Health desktop, laptop, and surface pro devices have already received the update. If you are using the BC Virtual Visit desktop application from a non-Island Health computer, please follow any prompts you may receive to download the latest application update.

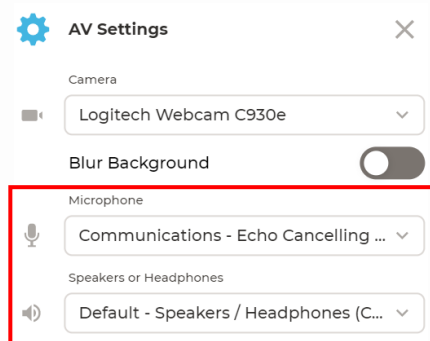
Selecting separate audio input and output

One new functionality change includes the ability to select separate audio input (i.e. microphone) and output (i.e. speaker or headphones) devices when conducting a pre-call diagnostic test or changing the audio sources within a call. This functionality applies to both patients and providers. This may be useful if your microphone and speaker are different devices.

Pre-Call Diagnostics:



AV Settings:



New option to resend a patient appointment link

There are now two ways to resend a patient appointment link in BC Virtual Visit:

Option 1: Resend from Patient Summary Page (via Show Details)

The screenshot shows the 'Patient Summary' page for a 'BC Virtual Visit Test Patient'. The appointment is scheduled for Wednesday, March 30, 2022, at 11:55. Below the appointment details, there is a 'Share' section highlighted with a red box. This section contains three input fields: 'URL for the recipient' (with a long URL), 'Email invitation' (with 'bcvpatient@gmail.com'), and 'SMS invitation' (with '+12505556677'). Each field has a corresponding 'Send' button.

Option 2 – **NEW**: Resend from Visit Details on Right-Hand Pane (via clicking on a scheduled appointment in the Queue, Schedule or Waiting Room tabs)

The screenshot shows the 'Visit Details' pane on the right side of the interface. A blue arrow points from a scheduled appointment in the 'Queue' tab to the 'Appointment Link' section, which is highlighted with a red box. This section contains a 'Copy Link' button, a 'Share Link' button, and input fields for 'Email' (with 'bcvpatient@gmail.com') and 'SMS' (with '+12505556677').

Both options will allow you to resend a patient appointment invitation to the client in cases where they may have misplaced their invitation and have requested a new one be sent.

This link cannot be forwarded to a family member or support resource wishing to join the call as the URL is unique for the patient; doing so will result in the video and audio being blocked. For instructions on how to add an additional participant, please follow the instructions [here](#).

BC VIRTUAL VISIT CONTINUED LEARNING SESSIONS

The Virtual Care team hosts live, online education sessions to provide ongoing support and training for BC Virtual Visit users. Visit the [BC Virtual Visit Intranet site for more](#)

[information.](#)

Upcoming sessions:

- April 13, 12:00pm – 1:00pm
- May 11, 12:00pm – 1:00pm
- June 8, 12:00pm – 1:00pm

All sessions will be held by way of Zoom. Register by email to virtualcare@islandhealth.ca

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.

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](#)