



# MyVirtualVisit News

Your bi-weekly update from the Virtual Care team at Island Health, bringing you information to improve your (and your patients') virtual visit experience.

## Edition 20-05: August 20, 2020

1. Celebrating 10,000 Virtual Visits
2. New MyVirtualVisit Intranet Site
3. Platform Improvements
4. Reminders – Return Unused Devices
5. Aligning to Organization Reporting Standards

### Celebrating Over 10,000 Virtual Consultations Since March 23!

On July 13th, Island Health and the Virtual Care team reached a huge milestone... 10,000 virtual consultations using the MyVirtualVisit platform! We continue to receive positive feedback from providers and patients alike and a few weeks later, we have now hit 12,300 visits!

We are grateful for the patience, support and continued interest from our clinical users, administrative resources and our patients! It has been inspiring to enable providers and caregivers with new tools to connect and support their patient population.

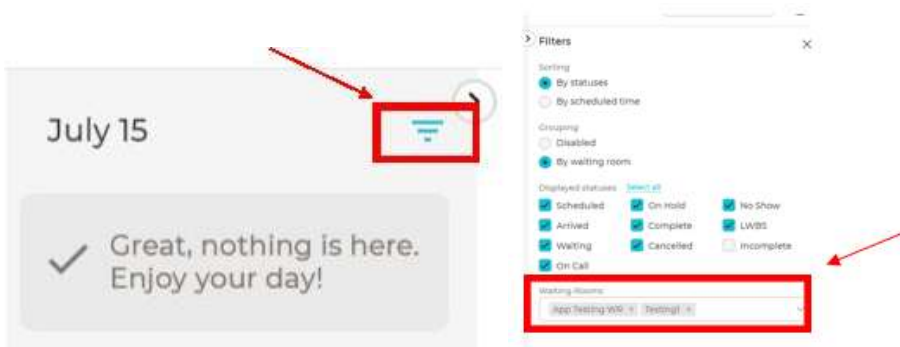
### New MyVirtualVisit Intranet Site Available

Island Health staff can now find MyVirtualVisit information, guides and support details on the Intranet site here: <https://intranet.viha.ca/departments/virtual-care-services/myvirtualvisit/Pages/default.aspx>

### Platform Improvements!

#### Advanced filtering from your Queue

Many providers, clinicians and administrative staff may be managing multiple waiting rooms in MyVirtualVisit. A new feature allows more control over what displays in the Queue. You can now select which waiting rooms will display as part of your Queue using a dropdown feature in the existing filter. This being so, if you work in various clinics on various days and would like to limit your view to a particular clinic you can do so by adjusting your settings each day! **Note:** If you are using the Desktop application, you will need to maximize the window to full screen to leverage this functionality.



### Reminders!

#### Return your unused webcams

Previously we advised of a national shortage of web cameras, which is preventing interested programs and providers from going live with MyVirtualVisit. We are reminding providers and programs with any spare web cameras deployed as part of MyVirtualVisit implementations to consider donating these back to the Virtual Care team's supply.

Contact [telehealth@viha.ca](mailto:telehealth@viha.ca), and we will coordinate the retrieval and redeployment of any cameras that aren't required in their current location. Your generosity is greatly appreciated.

#### Aligning to organization reporting standards – information required!

Work is underway to align virtual care reporting to organizational standards. As a first step in this process, we will be reaching out to MyVirtualVisit waiting room owners to gather information that will allow us to map waiting rooms to cost centers and Cerner locations. The information you provide will allow the virtual care program to comply with provincial and organizational requirements for reporting and to provide more detailed and robust data related to virtual care services at Island Health.

If you receive a request for this information we ask that you provide a response at your earliest convenience. We appreciate your assistance!

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](mailto:telehealth@viha.ca)

Provider Support at 1-877-563-3152 | Patient Support at 1-888-519-1880 | Feedback to [telehealth@viha.ca](mailto:telehealth@viha.ca)

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