



# MyVirtualVisit News

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

Edition 20-08: **December 21<sup>st</sup> 2020**

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## Technical Support Line for PATIENTS – New Hours of Operation and Contact Number

Our technical support line for patients is now being operated by the PHSa Office of Virtual Health. Trained PHSa agents will provide technical support for patients needing help with the MyVirtualVisit platform.



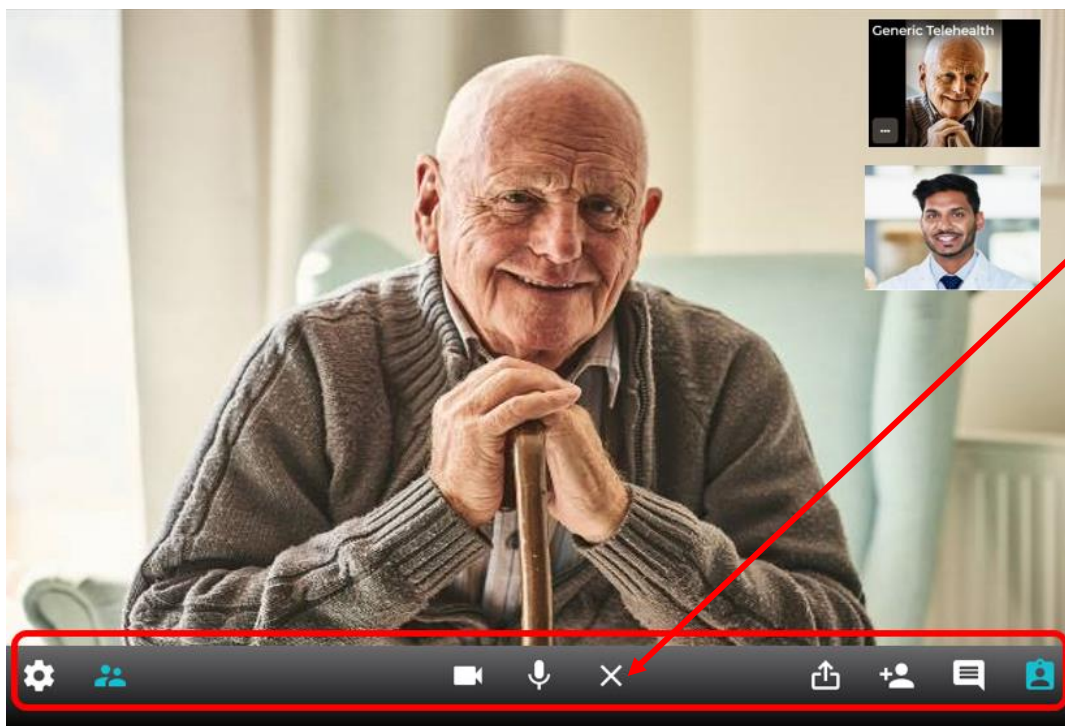
**NEW NUMBER: 1-844-442-4433 NEW SUPPORT HOURS: Monday to Friday 7am – 5pm**

Patient technical support will now be available on weekdays, excluding Statutory Holidays. **Weekend support is no longer be available** given the continued low volumes of calls received. The new contact number for patients to call has been updated on our patient website, in the MyVirtualVisit application and waiting rooms as well as in all email invitations sent from MyVirtualVisit.

## Platform Improvements/Updates

### Coming Soon - New User Interface Within Video Calls

An enhancement will be released Wednesday December 23<sup>rd</sup> 2020 to improve the user interface within video calls. Providers will see a slight change to the location of the available buttons when connected in a video call. All functionality will still be available, however buttons will display along the bottom on the video rather than along the right hand side. The “end call button” will now display an “x” as indicated below. In addition, providers will now be provided with an easier way to either select or decline the provider survey at the end of the call.



#### Option to:

**Leave** – place the patient on hold

**End for all** – end the call and complete the provider survey.

**Leave Call**



**Survey**

Generic Telehealth will be placed on hold.

Take a moment to provide feedback for this call.

Leave Call

End call for all

Cancel

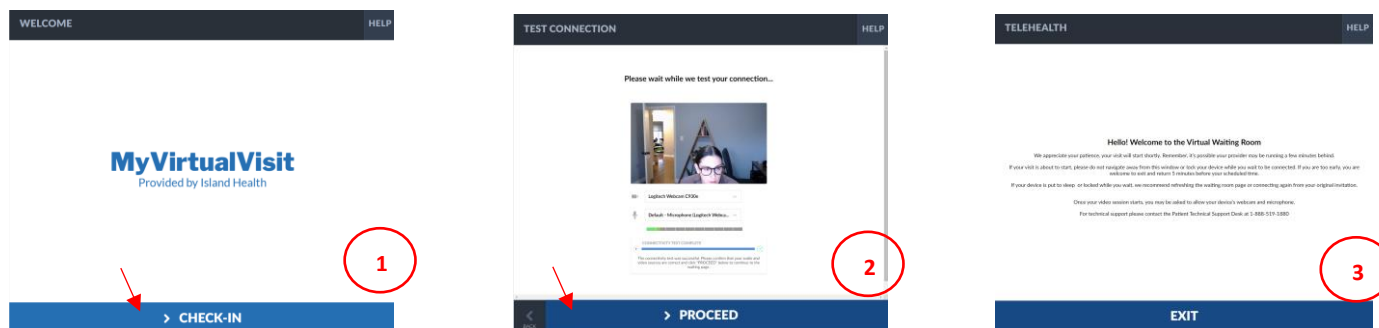
Take Survey

No Thanks

## Improved Audio and Video Testing for Clients

An enhancement released today, Monday December 21<sup>st</sup>, will help simplify the check-in and audio / video testing process for our clients. Previously, clients were asked to use a “Self Test Waiting Room” to join and test their device ahead of time which was confusing some patients. With the new release, patients are prompted to test their connection with the same link they will use for the appointment before being placed in the virtual waiting room. This means the only link the patient will see in their email invitation is the link to their visit. Directions to support this change have been updated in all locations including the appointment invitation.

Please see below for a summary of the improved process.



## Care Locations – what do you need to know?

### Care Locations

- Aberdeen Hillside A/B  
Offline
- Aberdeen Landsdowne A/B  
Offline
- Cormorant Island Multi-Level Care  
Offline
- Cowichan Lodge 1  
In Use
- Eagle Park Blue Wing  
Offline
- Eagle Park Green Wing  
Offline
- Eagle Park Pink Wing  
Offline
- Eagle Ridge Manor Multi-Level Care  
Offline
- Clengarry Hospital Chandler  
Offline

A feature called ‘Care Locations’ has recently been released into MyVirtualVisit. This feature is used primarily for sites where patients don’t have access to email, or their own device to connect to their providers. Care Locations allow dedicated devices to be configured to receive calls directly from the MyVirtualVisit solution and can also support patients to join waiting rooms with the click of a button. Our first implementation of this functionality will be to support our residents in Long Term Care facilities and Tertiary Mental Health.

You may notice an extensive Care Locations list showing on your Queue page. We ask that you do not try to call these devices unless you have received training and are part of the care team servicing these locations. Users at the site will reject all calls that are not pre-arranged.

If your program area regularly provides services into long term care and would benefit with access to these care locations, please contact [telehealth@viha.ca](mailto:telehealth@viha.ca) for more information.

## Holiday Greetings from the Virtual Care Team

2020 was definitely a year to remember! The Virtual Care team has experienced change, challenges and immense growth throughout the course of the COVID-19 pandemic. We recently reached a huge milestone of **20,000** virtual visits from the MyVirtualVisit platform alone! The success and uptake of this solution, along with our other Virtual Care tools, would not have been possible without the collaboration and support from Island Health Leadership, Staff, Care Providers and of course our patients.

As we see clinical programs growing accustomed to using video technologies to support clients, we look forward to more new and exciting advances in 2021.

Wishing each and every one of you health and happiness during this holiday season!



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)

You can find previous publications of the MyVirtualVisit NEWS at the bottom of the [MyVirtualVisit Information for Providers](#) page on the MyVirtualVisit site.

Provider Support at 1-877-563-3152 | Patient Support at 1-844-442-4433 | Feedback to [telehealth@viha.ca](mailto:telehealth@viha.ca)

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