

# BC VIRTUAL VISIT



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

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**June 29 2021 – Issue # 21- 6**

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- Required fields to create a patient profile
- New feature for BC Virtual Visit iOS app – adding additional participants
- Video call buttons more accessible – new descriptive labels

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## REQUIRED FIELDS TO CREATE A PATIENT PROFILE

To improve data quality and ensure BC Virtual Visit patient profiles align with information in Cerner, we have made the following fields in the patient profile creation screen mandatory:

- **Full Legal Name:** first name, last name
- **Gender:** male, female, other, unknown
- **Date of Birth:** mm/dd/yyyy
- *\*PHN* - While not a mandatory field, whenever a PHN is available it should be added

If any of the required fields (legal name, gender, DOB) are left blank, users will see a “this field is required” prompt upon trying to save.

New address fields have recently been added to the profile creation screen. These fields can be disregarded, as they are not required.

### Why are we doing this?

Making these fields mandatory is a first step towards integration between BC Virtual Visit and Cerner. Basic demographic integration will lay the framework for future integration projects such as scheduling or documentation. In the future, schedulers and healthcare providers will no longer need to create profiles in BC Virtual Visit, as they will be automatically generated from the Cerner patient profile, when the client has opted-in to receive virtual care.

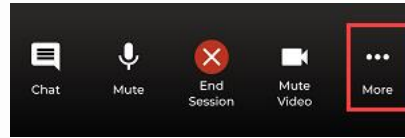
## NEW FEATURE FOR THE BC VIRTUAL VISIT iOS APP

### Invite additional participants to an active visit

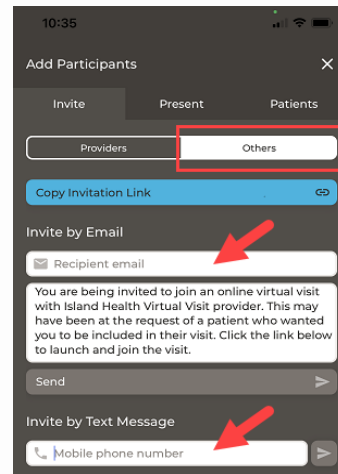
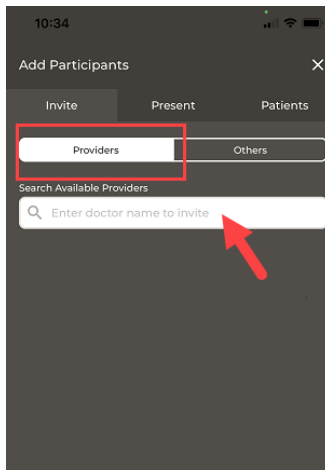
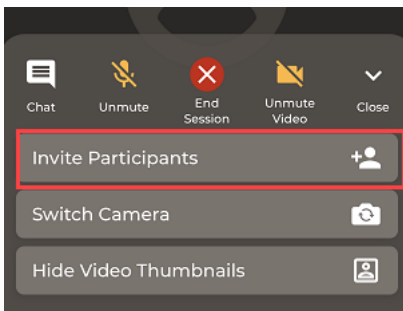
Healthcare providers using the [BC Virtual Visit Provider iOS App](#) can now invite additional participants (providers or guests) into an active virtual visit. This feature is new to the iOS

application, but it has been available through the desktop application and compatible browsers for some time.

During a visit, add a healthcare provider or guest by clicking the **More** button (three dots) at the bottom right of the video screen.



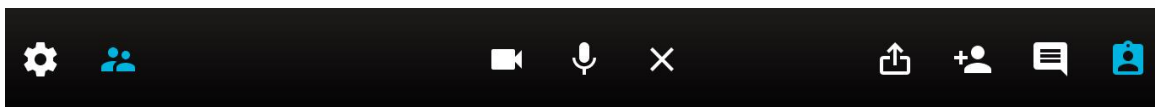
Select **Invite Participants** and use the **Providers** tab to search and invite other registered BC Virtual Visit healthcare providers, or the **Others** tab to invite guests into the active call. Simply enter in the guest's email or phone number, then click the send arrow to invite.



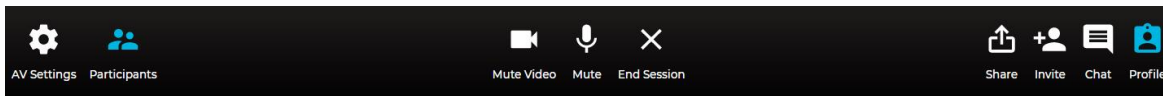
## VIDEO CALL BUTTONS NOW MORE ACCESSIBLE

Descriptive labels have been added underneath each icon in a video call, making it easier to navigate the app's features (available on all application interfaces except iPad).

### Before – No labels



### After – Descriptive labels added to ensure clarity



## BASIC AND ADVANCED TRAINING 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:

Basic User Training	Advanced User Training
June 30 <sup>th</sup> 12pm – 1pm	July 28 <sup>th</sup> 12pm – 1pm
July 14 <sup>th</sup> 12pm – 1pm	August 25 <sup>th</sup> 12pm – 1pm
August 11 <sup>th</sup> 12pm – 1pm	September 22 <sup>nd</sup> 12pm – 1pm

All sessions will be held by way of Zoom. Register by email to [telehealth@viha.ca](mailto:telehealth@viha.ca)

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*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 [telehealth@viha.ca](mailto:telehealth@viha.ca)*

*Find previous updates at the bottom of the [BC Virtual Visit Information for Providers](#) webpage.*

***Provider Support: 1-877-563-3152 | Patient Support: 1-844-442-4433***  
***[BC Virtual Visit Information for Providers](#) | [BC Virtual Visit Information for Patients](#)***