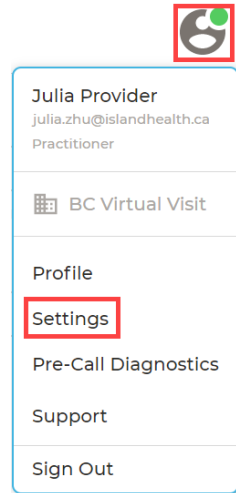# User Profile Settings

Information for healthcare professionals

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

User Settings

To configure your settings → Click on your user menu, then select **Settings** from the dropdown

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Practitioner

🔲 BC Virtual Visit

Profile

Settings

Pre-Call Diagnostics

Support

Sign Out

Active Speaker Focus

This can be enabled from your settings or from your **AV Settings** ⚙ during an active call. Please refer to the [Preparing for and Attending an Appointment QRG](#) for more information on AV Settings. If you have this feature enabled through either method and there are multiple individuals on a call, the active speaker will stay on the main screen.

Active Speaker Focus

☑ Enable Active Speaker Focus

Updating Notification Settings

Notification settings can be adjusted in order to receive various event notifications from BC Virtual Visit. Notifications in general can be received three ways depending on how your profile is configured and how you are accessing BC Virtual Visit:

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

Note: You also have the option to disable notifications during particular times using the *Do Not Disturb* function if you so choose:

Do Not Disturb

☑ Automatically Disable Notifications From: [22:00] to [08:00]

Select which types of notifications you would like to receive by using the checkboxes:
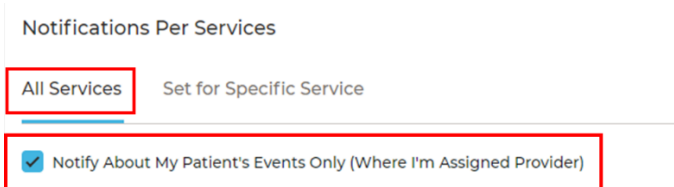
Notifications

Event	Email	SMS	Browser
All	☐	☐	☐
Patient Arrived	☐	☐	☐
Patient Waiting	☑	☑	☑

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)**
  - **All Services** – 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.
    - **Notify About My Patients Events Only (Where I'm Assigned Provider)** – by enabling this checkbox, you can choose to only receive notifications for visits where you've been assigned as the provider. If you enable this at the **All Services** level, you are agreeing to receive notifications for the same event types across all of your waiting rooms.

Notifications Per Services

All Services   Set for Specific Service

☑ Notify About My Patient's Events Only (Where I'm Assigned Provider)

  - **Set for Specific Service** – this feature allows you to set different notification preferences by waiting room (i.e. service). Any notifications that you set at the **All Services** level will carry over until changed at the individual waiting room level. Similar to above, you can choose to enable **Notify About My Patients Events Only (Where I'm Assigned Provider)**, but for given waiting room(s) instead.

Notifications Per Services

All Services   Set for Specific Service

Service

🔍 BC Virtual Visit Testing   ⌄

☑ Notify About My Patient's Events Only (Where I'm Assigned Provider)
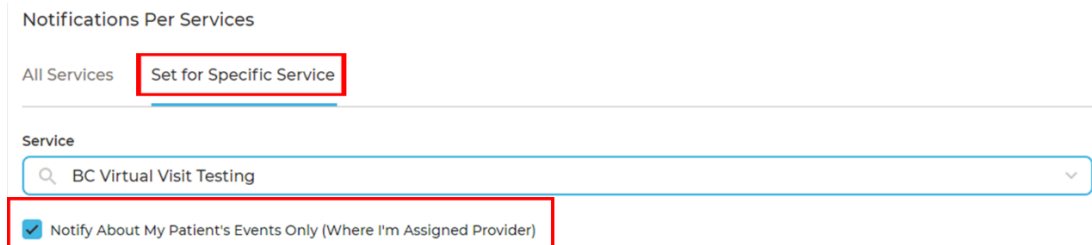
Once changes have been made and saved for specific services, these variations can be viewed from the **All Services** tab. Any variations from the default will be represented by ☐ instead of ☑ and details will be provided when hovering over the icon.

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Technical Support: BC Service Desk and Clinical Service Desk x18777 or 250-370-8777 (Local Victoria) or 877-563-3152 (Toll Free)

Last updated: January 5, 2023
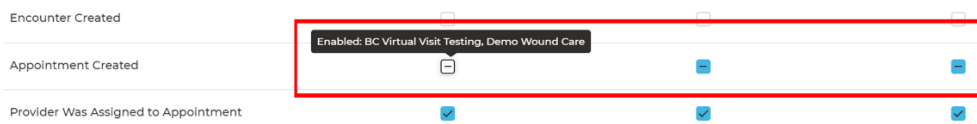
- **System Wide (SW)** – enabling these will trigger notifications for changes to any patient profiles in the system. These are also known as *General Notifications*.

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 assignment of an appointment to a care location. 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's Visit Complete	BC Virtual Visit appointment has been completed, provider ends the call for all	WRL	**OFF**
Patient's 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	Provider places the entire call on hold via the End Session option	WRL	**OFF**
Patient No Show	Patient does not join the scheduled visit	WRL	**OFF**
Patients With Complete Forms	**Not Applicable** – notification will trigger for any forms completed by a patient	WRL	**OFF**
Visit Notes With Comments	**Not Applicable** – related to clinical note functionality not utilized by Island Health	WRL	**OFF**
Notification from Provider	Notification triggered when a patient is assigned to a Care Location and another BC Virtual Visit user presses the "Alert for bedside assistance" bell in the patient information screen	WRL	**OFF**
Encounter Created	**Not Applicable** – encounters are not used at this time	WRL	**OFF**
Appointment Created	Patient visit is scheduled in one of the providers waiting rooms	WRL	**OFF**
Provider Was Assigned to Appointment	Provider was assigned to a given scheduled visit	WRL	**OFF**
Provider Was Unassigned	Provider was unassigned from a given scheduled visit	WRL	**OFF**

From Appointment			
Patient Merge	**Not Applicable** – for merging patient profiles with consult notes	SW	**OFF**
Provider to Provider: Presence Requested	Another BC Virtual Visit user has invited you to an active call from within the call	SW	**ON**
Provider to Provider	Another BC Virtual Visit User is calling you directly from the Queue	SW	**ON**

## User Profile – Using a Nickname in Video Calls

BC Virtual Visit 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.

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

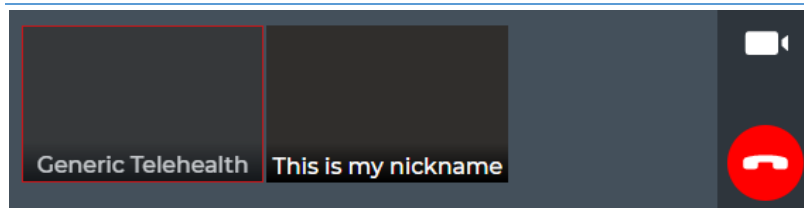**Step 1:** Click on your user menu as displayed in the image below
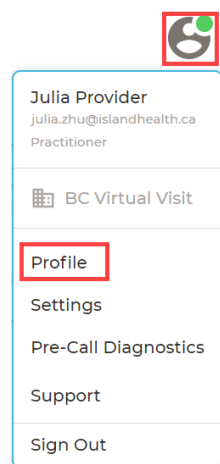
Step 2: Click on "profile" from the dropdown menu above to see an option for "Nickname" as shown below
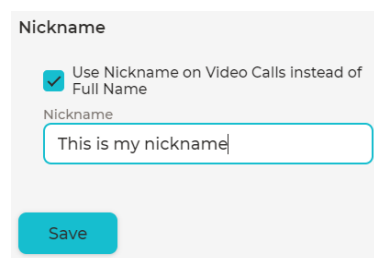
Step 3: The image below shows an example of what this would look like in the video call. All participants in the video will see your name in the video icon as the text entered in the field above.

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