BC VIRTUAL VISIT | island health

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

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New Feature: Provider Running Late Notification for Patients in the Waiting Room

"Provider Running Late" is a notification that allows the patient to be notified when their health care provider is late. If the provider has not joined the call **15 minutes** after the scheduled appointment time, the following message will display on the patient's screen in the Virtual Waiting Room:

"Your health care provider may be running late. Please remain close to your device and we will connect you as soon as they are available. Thank you for your patience."

This will appear within a yellow banner at the top of the Virtual Waiting Room screen:
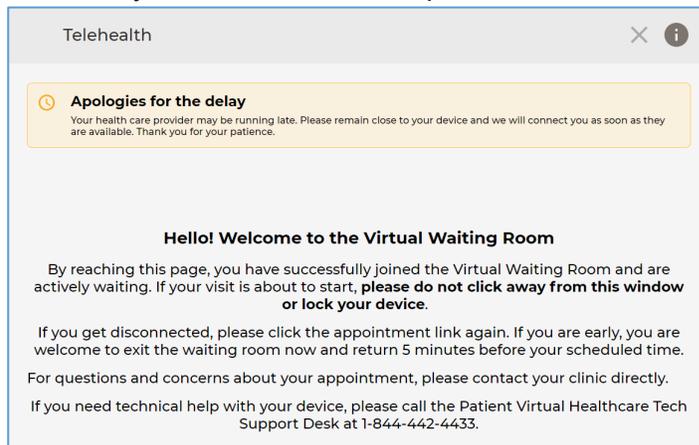
- For scheduled appointments, the timer starts after the scheduled appointment time even if a patient joins early (e.g. for a 12pm appointment, if the patient joins at 11:45am, the notification will not show until 12:15pm)
- If it is a scheduled appointment but a patient joins late, the timer starts at the time that they join (e.g. for a 12pm appointment, if the patient joins at 12:05pm, the notification will not show until 12:20pm)
- If using the waiting room link or care location, the timer starts after the patient has entered into the virtual waiting room (e.g. if a patient connects to the waiting room via care location at 12pm, the notification will show at 12:15pm)

Reminder: BC Virtual Visit Is Not Available Through Citrix

If you are working remotely off of an Island Health network, and are actively using a remote Citrix connection to access Powerchart or other Citrix applications, **PLEASE** ensure that you do not use Chrome within Citrix to launch BC Virtual Visit. You must download the desktop application for BC Virtual Visit, or use a supported browser outside Citrix.

**NOTE: The BC Virtual Visit application does not exist within Citrix.**

- Launch BC Virtual Visit through your desktop application or browser (outside of Citrix).
- Launch Gateway if required to access other resources such as email, PowerChart, etc.

## First and Last Names to be Synced with Active Directory

On Friday, March 1st, user first and last names in BC Virtual Visit will be synced with the Island Health Active Directory (AD). Users who currently have a first and/or last name in BC Virtual Visit that does not match the AD will have their name(s) automatically updated. Users who have entered an alternate or preferred name under the First and/or Last name fields in their BC Virtual Visit User Profile, will have their name changed to legal first and last name from the AD.

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. To set a nickname:

Step 1: Click on your user menu as displayed in the image below. Then, click on "Profile" from the dropdown menu.
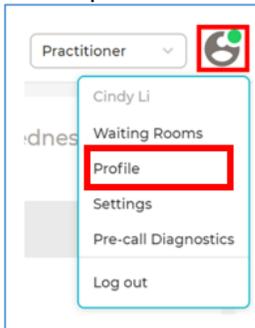
Step 2: On the Profile page, scroll down to see an option for "Nickname" as shown below. Enter your nickname (e.g. your alternate or preferred name). Also make sure to check the box beside "Use Nickname on Video Calls Instead of Full Name".
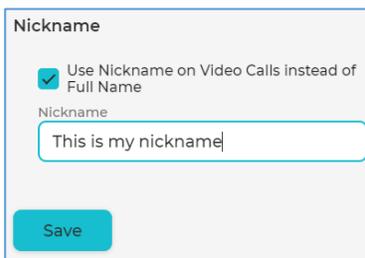
Step 3: The image below shows an example of what this would look like in the video call. All participants in the video will see your name in the video icon as the text entered in the field above.

BC Virtual Visit Drop-in Training Sessions

The Virtual Care Services team will be hosting a series of live, online education sessions to provide ongoing support and training for BC Virtual Visit users. Visit the BC Virtual Visit Information for Health Care Professionals page for a list of topics.

These training sessions will be held over Zoom. **If you would like to attend any of the following sessions, please click here to select the session you wish to attend and register for.**

Next session:
- **March 13, 2024, 2:00 PM – 3:00 PM**

Upcoming sessions:
- **April 8th, 2024, 2:00 PM – 3:00PM**
- **May 15th, 2024, 2:00 PM – 3:00 PM**
- **June 10th, 2024, 2:00 PM – 3:00 PM**
- **July 10th, 2024, 2:00 PM – 3:00 PM**
- **August 12th, 2024, 2:00 PM – 3:00 PM**

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 Health Care Providers webpage.

Health Care Provider Support: 1-877-563-3152 | Patient/Client Support: 1-844-442-4433
BC Virtual Visit Information for Health Care Providers | BC Virtual Visit Information for Patients/Clients