# 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.*

## Continuity of care, even during a pandemic!

The Virtual Care team continues to receive good news stories and feedback. One provider outlines her shift in perception and hesitation to adopt virtual care prior to COVID-19.

"I was reluctant about virtual care prior to the pandemic, as it would have replaced in person contact which is important in health care. With the pandemic, it has allowed me to maintain the visual contact with my clients, and allowed them to feel safe receiving care at home, as many are afraid to come to the Health Centre and likely would have avoided care...so I am a convert. It also means I do not have to wear a mask when I "see" them :)".

## Change Alerts!

### Test calls in the production environment

During our review of the MyVirtualVisit platform and weekly reporting, we noticed that a number of users have been creating test patients and/or completing test calls in the production environment. This introduces:

- Inaccurate data and statistics related to your program and the total number of virtual visits being delivered in the organization;
- Negative impacts to the organization's ability to evaluate the MyVirtualVisit platform; and
- Discrepancies in total number of active patients and addition of "dummy data" to the environment

In order to ensure the integrity of our platform is preserved, **our team will be working to remove test patient information** from the production environment.

**Remember** … All clinicians have access to the test environment should they like to "play" or test with colleagues. If it is still **absolutely necessary** to complete a test call in the production environment with a colleague to ensure you are comfortable with the technology or require a camera/mic check, our team is preparing the following changes:

- A new pre-defined *Reason for Visit* of "Test Call" in your MyVirtualVisit waiting room at the time of scheduling.
- Pre-defined test patient to be used for testing with colleagues or co-workers, if required.
    - This profile will be created with no email or phone number, allowing you to update this at the time of scheduling.
    - Please see our instructions on the external website for full details on this process.

### Rejoining a completed visit using the same patient appointment link

There has been significant feedback from MyVirtualVisit users about the inability for patients to utilize the same email invitation (and appointment link) to rejoin a visit for the following reasons:

- the visit was unintentionally ended by the provider
- to troubleshoot by ending and re-entering the visit or
- to shuffle patient appointments depending on provider capacity.

MyVirtualVisit now offers the ability for providers and patients to reconnect using the original appointment link for up to 2 hours after the appointment. Now, if the call is accidentally ended a new invitation link will not be required!

### Improved troubleshooting, *camera is in use* notification for patients and providers

There are many things which may affect the success of your MyVirtualVisit appointment. The failure to get the camera/audio working for yourself or for your patient is among them. One of the reasons a camera may not work is that it is in use by another application.

You might notice a new prompt when joining a call if your camera/mic is already in use by another video application. The prompt will be enabled for both providers and patients to help *proactively* troubleshoot audio/video issues. You will see this type of notification if you are using applications such as Skype, as shown on the right.



**Camera and microphone access denied.**

We need access to both camera and microphone to continue this session.

Check your device or browser settings and permissions:

- Allow or turn on your camera access.
- Allow or turn on your microphone access.
- Close other apps that may be using your camera or microphone.
- Refresh the browser to show request for camera and microphone access.

## Platform Improvements

### Video quality improvements for additional participants

The ability to add a third participant into a call, whether it be a patient's family member or an additional physician, has many benefits. However, in the past, it has had significant impacts on call quality and overall experience as the addition of participants to a call increases the demand for network bandwidth to produce quality video and audio.

The platform vendor has made changes to improve stability and connection for calls up to four participants. They have confirmed that with a stable network connection, call quality will be optimized - meaning less pixilation and freezing with fewer blurry images.

When deciding whether to include additional participants, consider your location as well as your participants' locations and networks, and how these factors may impact call quality. For example, those living in rural communities or within cell phone or internet "dead zones" will likely continue to experience connection issues.

## Provider Feedback Process

You may have already been contacted by a member of the Virtual Care team to follow up on your recent MyVirtualVisit Survey submission. Our team is working hard to review your feedback on a weekly basis and reach out to those with questions, concerns and repeated poor quality or experience within the application. We remain committed to reviewing your survey responses while continuing to stabilize the MyVirtualVisit application. In addition to providing your comments in the survey, the Clinical Solutions Desk is also equipped to support provider concerns 24/7 at **1-877-563-3152.**

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**