BC VIRTUAL VISIT | island health

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

SEPTEMBER 15 2021 – Issue # 21-9

IN THIS ISSUE

- Cerner integration update – Use of phone number and email fields
- Reminder about entering data to the PHN field
- Patient and provider iOS apps now compatible with device language settings
- Quick access to patient and provider technical support and websites
- Desktop application no longer supported on Windows XP, 7 and 8

CERNER INTEGRATION UPDATE
Use of phone number and email fields

Our data remediation efforts in BC Virtual Visit continue this month in preparation for our first phase of integration with Cerner. A recent review of our patient profiles identified an issue with the email and phone number fields. Instead of sending appointment invitations and notifications to the contact details specified as "Mobile" phone and "Home" email, **BC Virtual Visit will only send notifications to the *FIRST* phone number and email address listed in the profile**.

If the correct email and phone number are the first ones listed, notifications will send as expected. We are continuing to work with our vendor to make improvements to this feature.

How to ensure that email and SMS notifications are sent to the correct contact method:

- We know a patient's email address can change at any time. It is important to confirm the patient's email address and phone number is still correct each time a BC Virtual Visit appointment is scheduled.
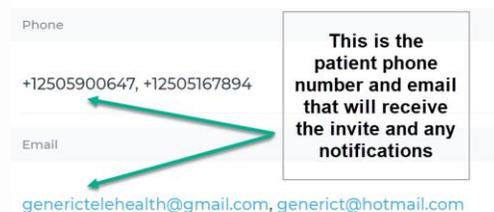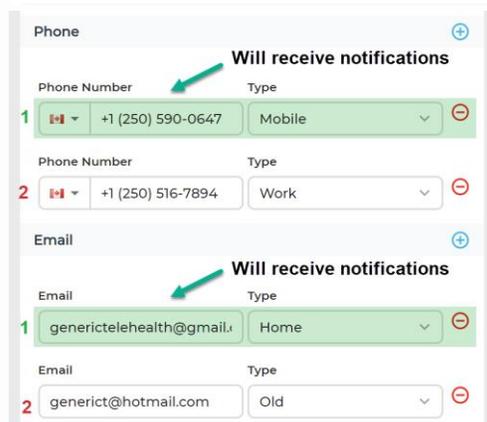
- Double check that the patient's preferred email and phone number are the *first ones* listed in the profile.

- If a patient reports not receiving an invitation, it is likely that their email and phone contact details are incorrect, or they are not the first one listed in the profile. You will need to edit their email and phone number details.

How to update patient email and phone numbers:

1. Click the pencil icon located in the top-right corner of the patient profile window.

2. Update the contact details as required – including moving them to the first phone or email field (as pictured).

3. Remember to click Save at the bottom of the profile when you are done.

Read more about our integration with Cerner in TheWeekly

REMINDER ABOUT ENTERING DATA TO THE PHN FIELD

We are still noticing the creation of duplicate patient profiles caused by dashes and spaces entered in to the PHN field. **When adding a PHN, enter the 10 digit number only.** *Do not* include letters, spaces, dots or dashes.


To avoid creating a duplicate profile, always confirm whether a profile exists prior to creating one. Search using by Last Name, First Name, DOB or PHN. For information about how to search or add a client profile in BC Virtual Visit review the Quick Reference Guide.

PATIENT AND PROVIDER iOS APPS NOW COMPATIBLE WITH DEVICE LANGUAGE SETTINGS

The BC Virtual Visit iOS applications are now available for translation to the following supported languages: spanish, english, chinese, german, portuguese, french, greek and italian. Please share this information with virtual visit patients that may benefit from this feature.

If you are downloading the iOS application for the first time, the BC Virtual Visit app language will default to your device's primary language setting. If you already have the app, and wish to customize the language setting, you need to have multiple device languages configured on your device first. You can then configure the preferred language within the BC Virtual Visit app settings.
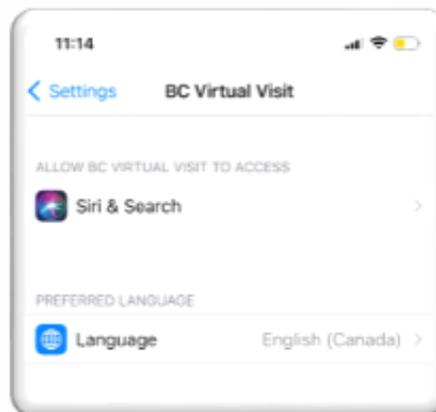
Visit the Apple website for instructions on how to change the language settings on an iPhone or iPad.

QUICK ACCESS TO PATIENT AND PROVIDER TECHNICAL SUPPORT AND WEBSITES

Patient and provider technical support and website information is now available from within the BC Virtual Visit Provider application. Click your profile icon in the top right of any screen and select "Support". Making this information more accessible means you can get the help you need, faster.
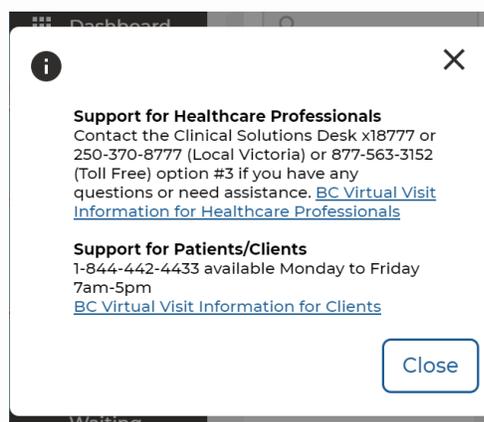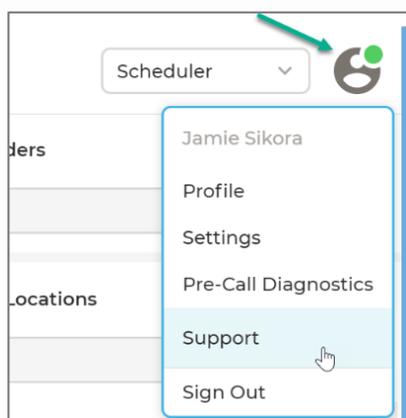
BC VIRTUAL VISIT DESKTOP APPLICATION NO LONGER SUPPORTED ON WINDOWS XP, 7 AND 8

In an effort to ensure reliable and secure virtual visits, the BC Virtual Visit desktop application is no longer supported on older, unsupported Microsoft operating systems including Windows XP, 7 and 8. Prior to installing the application on a desktop device, we recommend updating your device to the latest available operating system. Teladoc Health maintains a list of compatible devices and operating systems.

BC VIRTUAL VISIT CONTINUED LEARNING 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:
- October 13, 12:00 p.m. – 1:00 p.m.
- November 10, 12:00 p.m. – 1:00 p.m.
- December 8, 12:00pm. – 1:00pm.

All sessions will be held by way of Zoom. Register by email to telehealth@viha.ca

---

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

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