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.

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BC VIRTUAL VISIT CERNER INTEGRATION PREP IS UNDERWAY

We are nearing implementation of phase 1 of this integration work which includes verifying patient profiles against Cerner for accuracy and increasing the number of profiles readily available in BC Virtual Visit. Read more about this change in TheWeekly

In the future, schedulers and healthcare providers will have less duplication of effort to create profiles in BC Virtual Visit as basic patient demographic data will automatically flow from the Cerner patient profile when a client has opted-in to receive virtual care.

How you can help

- Search for an existing patient profile before creating a new one.
- Document your client's consent to participate in virtual care appointments in Cerner PM Office. *(see instructions)*
- Ensure that each BC Virtual Visit patient profile you create/edit matches with the corresponding basic Cerner profile whenever possible, including:
  - First and Last Name, DOB, Gender, PHN, MRN, email and cell phone number – if the client would like SMS notifications for their appointment whenever possible.
- Verify the client's email address and cell phone number in BCVV each time you schedule an appointment.

Why this matters

As we initiate this change we will be completing any required data remediation to ensure that for each patient that has opted in to receive virtual care in PM Office, there is a corresponding BC Virtual Visit profile. Once the initial upload/verification process is

completed we will have over 100,000 verified patient profiles in BC Virtual Visit, saving you time when scheduling virtual appointments.

BEST PRACTICES TO SEARCH FOR PATIENT PROFILES
Look for an existing patient profile before creating a new one
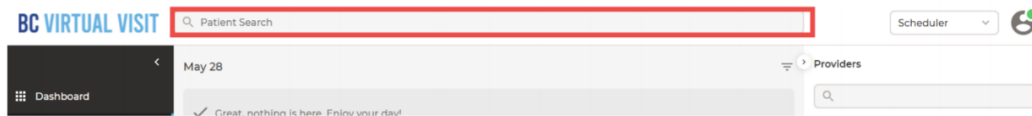
Prior to creating a new patient/client profile, use the Patient Search feature to ensure it does not already exist in the system. Always complete positive patient identification using at least three identifiers, such as First and Last Name, DOB or PHN to ensure you have located the correct patient.

NEW BC VIRTUAL VISIT LMS COURSE NOW LIVE

In follow up to our move to a provincial strategy for virtual care delivery, we have now completed the work to transition our regional, MyVirtualVisit LMS course over to BC Virtual Visit. New or existing BC Virtual Visit providers and schedulers can register for the course as a refresher or to orient you to new or unfamiliar software features.

The new course series includes much more thorough instruction and covers features and enhancements made to the application since our launch in February 2020.

Some changes/additions to this course include:

- User interface (UI) overview
  - Waiting room display
  - Button labels
  - Patient profile field labels
- Process and workflow guidance
  - Cancelling appointments
  - Filtering the queue
  - Configuring profile settings

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
August 11th 12pm – 1pm	July 28th 12pm – 1pm
September 8th 12pm – 1pm	August 25th 12pm – 1pm
October 13th 12pm – 1pm	September 22nd 12pm – 1pm

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