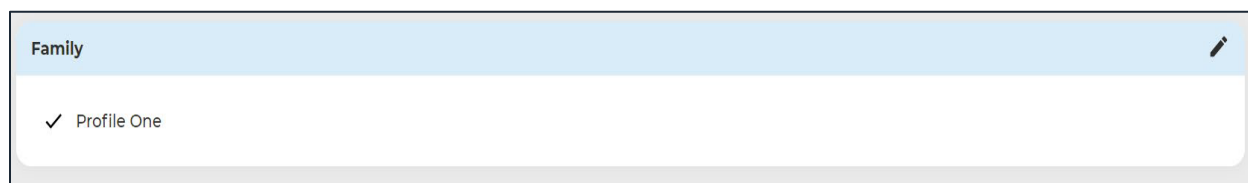


## Purpose:

Patient profiles can be linked in BC Virtual Visit using the “Family” field if they share an email address with their spouse or dependents. The steps below outline how to link or modify linked patient profiles, and covers the privacy considerations required when using this feature.

## Feature Description and Privacy Considerations when Linking Family Members

When multiple family members share an email, their patient profiles can be linked using the “Family” field. A few common scenarios where profiles might be linked include couples who share an email, a dependent adult, or a child using their parent/guardian’s email. All linked family members will display in the patient’s profile under the Family section.



**Important:** When linked as a family, all members share the same email. Editing the email for one of the linked profiles will apply the change to all profiles under this family. Linked family members can still have a unique mobile phone number on their profile.

When adding a family member, you will be presented with the option to use the shared email of the account you are linking to, or adjust the email for all family members.

**Privacy Considerations:** Where possible, patients should provide a unique email address to be used for email notifications. It is important to consider privacy when linking emails as all patient invitations for linked family members will go to the same inbox.

For Island Health’s guidance regarding patients using shared email addresses for Proxy and/or Minor’s Profiles, please see the [“BC Virtual Visit: Guidance for use of a shared email”](#) documentation on the BC Virtual Visit Intranet site. Please also remember to verify the patient’s email address each time you book a visit as this information can change.

## Linking Patient Profiles and Creating a Family

**Follow the steps below to create a family linkage between patient profiles in BC Virtual Visit.**

**Step 1:** Open the patient’s profile for which you would like to create a linkage. This could either be a profile with no email attached, or a profile with an existing email. Scroll to the bottom until you see the Family section.

**Step 2:** To edit, click the pencil icon next to "Family".

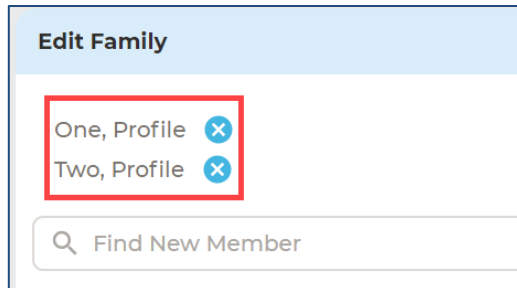
**Step 3:** Use the search field to search for an existing profile you would like to link to. A new linkage can be formed, or the patient can be added to an existing family if one exists. In this example, Patient Profile One will be linked to another profile, "Profile Two". The two profiles will now share the same email.

**Step 4:** Select which email you would like to use for the family, or add a new email by entering the email into the field provided.

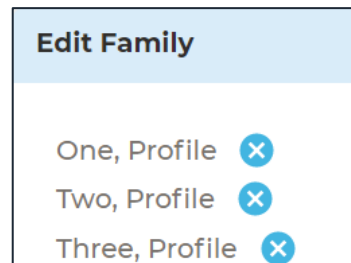
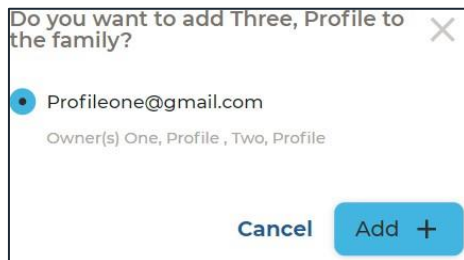
When linking family members, you will have the option to use the existing email on either of the individual profiles, or add a new shared email.

To complete the family linkage, select **"Add +"**.

**Step 5:** Review the linked family member in the patient's profile. You will now see the linked family member listed in the patient profile.



**Step 6:** If required, an additional profile can be linked to an existing family. Follow the steps outlined above to search for the profile you wish to link. If a family linkage has already been created, you will be prompted to add the additional patient. Select "**Add +**". Review the linked family members from the patient profile.



## Remove a Patient Profile from a Family Linkage

At any point, a patient profile can be unlinked or removed from a family linkage. This will allow the addition of a unique email address to the patient profile.

**Follow the steps below to detach a profile from a family in BC Virtual Visit:**

**Step 1:** Search and open the patient profile you wish to remove from the linkage or family. Scroll to the Family section in the patient profile.

The screenshot shows the 'One, Profile' patient profile page. The left sidebar contains navigation links: Dashboard, Queue, Schedule, Care Locations, Patients (highlighted), Provider Connect, and Waiting Rooms. The main content area displays patient information: DOB 06-01-1982, Age 43, Gender F, Language —, PHN —, and Solo ID 1216241. Below this is a 'Status' section with 'Active' set to 'Yes' and 'Deceased' set to 'N/A'. Further down are sections for 'Patient Identifiers', 'Insurance', and 'Family'. The 'Family' section shows a list of family members: 'One, Profile', 'Two, Profile', and 'Three, Profile', each with a checkmark. To the right of the main profile, there is a summary card for 'One, Profile' with gender, age, and DOB, followed by 'All Visits' and 'Documents' sections, both showing zero items.

**Step 2:** Scroll to the **Family** section and click the pencil icon.



**Step 3:** Click the “X” next to the patient profile you would like to remove from the family linkage, and select “**Remove**” in the pop-up box that appears. The shared email will now be removed from the patient profile. Other members of the family will retain the previously shared email.

The 'Edit Family' pop-up box shows a list of family members: 'One, Profile', 'Two, Profile', and 'Three, Profile'. Each name has a blue circle with a white 'X' next to it, indicating it can be removed. At the bottom, there is a search bar labeled 'Find New Member'.



The confirmation dialog asks: 'Do you want to delete One, Profile from this family?'. It includes a sub-message: 'Shared email will be deleted from One, Profile 's profile after detaching from family'. At the bottom, there are two buttons: 'Cancel' and 'Remove' (which has a checkmark icon).