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Digital Health Support Desk a one-stop shop for help with navigating IH digital tools

IH WIDE - Interior Health's Digital Health Support Desk enables patients, caregivers and their families to have a better health-care experience when accessing IH virtual and digital tools. On Friday, July 15, that experience was enhanced with the addition of public technical support for online lab appointment bookings to the toll-free telephone service.

"More people are using technology and so we've launched Digital Health Support as a one-stop shop to help navigate our various digital services," said Mal Griffin, Interior Health vice president of digital health. "We formerly had separate support desks managed by different teams. With this change, we are continuing to enhance the user experience for patients and their families by providing one phone number they can call for support."

People can reach a Digital Health Support Desk team member by calling 1-844-870-4756. Support is offered for several digital services, including MyHealthPortal – an online tool that provides secure 24-7 access to one's personal health information from a computer, tablet or smartphone. Assistance is also available for password/login ID resets, enrolments, proxy requests, and more.

Support is also available to assist members of the public with booking or rescheduling an outpatient lab appointment or blood test.

"We can also assist members of the public with using Zoom videoconferencing for a virtual appointment, whether you need help downloading Zoom or selecting the right audio and video settings, or even setting up a Zoom test visit. The Support Desk team can ensure you are prepared for an effective virtual experience," added Griffin.

Digital Health Support Desk hours of operation are Monday to Friday from 7 a.m. to 7 p.m. It is closed on statutory holidays. Calls are answered in the order they are received and may be recorded for quality assurance and training purposes.

Learn more about [Digital Health Support](#) at Interior Health.

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