Provincial Health Services Authority
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Zoom for Virtual Health Visits:
Tips for the Team

Office of Virtual Health
Connecting for health

1 Introduce virtual health to patients

- Introduce virtual health options to patients including phone/video/email/text
- Discuss the Zoom for Virtual Health Visit process at your clinical program
- Check the technical readiness and digital literacy of your patients

2 Inform patients about risks and differences

- Inform patients about risk of using Zoom for virtual health visits by giving them the Patient Notification for Digital Communications form
- Validate patient's identity (see example script)
- Note on the patient record that they have received information on the risks of virtual health

3 Communicate patient quick tips as needed

- Refer patients to the Patient Resources page (link included in their virtual health visit invite)
- Encourage a Zoom Meeting Test
- Ensure the patient is aware of the patient help desk number—1-844-442-4433 (toll-free)
- Set up interpreter services as needed

4 Start the virtual health visit

- Choose a private and well-lit location with reliable internet access
- Review security best practices
- Conduct a Zoom Meeting Test to check your video and sound
- Admit participants from the waiting room
- In the unlikely event of technical issues, switch to a telephone visit with the patient

5 End the virtual health visit

- Summarize visit outcome for the patient
- Actively end the virtual health visit for everyone or assign a new host before you leave
- Document the visit in the usual record of care
- Follow up with any orders

Webside manner and etiquette

- Close unnecessary programs and applications. Only open those you intend to reference during the virtual health visit.
- Introduce yourself and all participants (who can hear or see) - even those off camera
- Let participants know where you are located
- Look towards the camera to establish eye contact
- If you're looking down at something, explain what you are looking at
- Speak slowly and clearly; non-verbal cues are important for engagement (e.g. nodding, leaning forward)
- Minimize distracting activity and sounds

Technical Support

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PHC/VCH

(604) 875-4334; servicedesk@vch.ca

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(250) 370-8777; servicedesk@viha.ca

Account related support / other questions

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