

**Office of Virtual Health
Connecting for health**



 **Zoom**

Patient Manual



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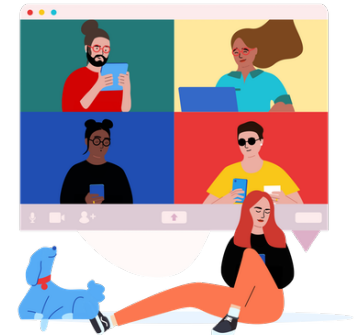
What is Zoom?

Zoom is a cloud-based video conferencing service you can use to virtually meet with others. With Zoom, you can see, hear and talk to your health care team from the comfort of your home. We call this a Zoom virtual health visit.

What do I need for a Zoom virtual health visit?

To have a virtual health visit with your health care team, you'll need:

- Access to reliable internet (Wi-Fi or cellular data)
- A computer, laptop, smartphone (iOS or Android), or tablet with:
 - A webcam or built-in camera
 - Speakers and a microphone, or a headset (recommended)



Does my provider need my permission to conduct a Zoom virtual health visit?

Your provider must obtain your permission (consent) before conducting a virtual health visit. You will be asked to provide your consent verbally or digitally. You will also receive information about the risks of using digital communications.

The risks are available in ten languages:

[English](#); [Arabic](#); Chinese ([simplified/traditional](#)); [Farsi](#); [French](#); [Korean](#); [Punjabi](#); [Spanish](#); [Vietnamese](#)

How do I get an invitation to a Zoom virtual health visit?

Before you can be invited to a virtual health visit, your health care team will ask you some questions to see if this option is right for you. They will consider the following:

- Do you have reliable internet connection, a smartphone, tablet or computer?
- Are you comfortable with technology in general? (i.e. using email, video conferencing)
- Do you understand the [risk of using digital communications](#)?

After you let us know that you will be using Zoom, the health care team will send you an email with an invitation to the appointment.



Patient virtual health visit journey with Zoom



Office of Virtual Health
Connecting for health

Your virtual health visit with Zoom



START

Now that you have read the [notification form](#) outlining the potential risks of using digital communication and you have given your consent to use Zoom...



Receive the invitation via email

Your health care team will send you an email containing:

- Link to join the Zoom appointment
- Link to instructions on how to get started
- Help desk phone number

No email? Check your spam/junk folder. Contact your health care team if needed.



Prepare for your Zoom appointment



OR



Use Google Chrome to join if you cannot download Zoom.

[Download Zoom](#)

Join a [test meeting](#) to test your audio and video.

- Use headphones for better sound quality and more privacy



Join your Zoom appointment

Open your email invitation and click/tap the Zoom appointment.

Allow access to your camera and microphone if asked.

On computers, choose [Use Computer Audio](#).

Choose [Phone Call](#) if audio/internet connection is poor.

On smartphones and tablets, choose [Call Using Internet Audio](#).



Start your Zoom appointment

Make sure your camera is on and unmute your microphone.

Your health care provider will confirm your identity.

Introduce your friend, or family member if they are off-camera.

Ask clarifying questions and talk about your needs, just like an in-person visit.

Confirm your care plan or next steps before ending the Zoom appointment.



Wait in the virtual waiting room

Your health care provider may be delayed while seeing other patients. Please wait.

You will be admitted into your Zoom appointment when they are ready.



Need technical support?

Contact the patient help desk:
1-844-442-4433 (Toll-free)

You can also visit the [Zoom Patient Resources](#) page.

If you have any feedback or concerns about the use of Zoom for your appointment, please email:
officeofvirtualhealth@phsa.ca



Helpful tips

Find a well-lit private space with reliable internet or a wired connection to avoid data charges.

Consider having a friend or family member for support and to help troubleshoot.

Have your health care team's phone number handy

Have pen and paper to write down notes or questions.

How to prepare for a good Zoom virtual health visit

- ✓ Test your camera, speakers, and microphone before a virtual health visit by joining this automated [Zoom Meeting Test](#)
- ✓ Find a private space with good internet connection
- ✓ Make sure the space has good lighting so your health care team can see your face
- ✓ Be prepared to answer a few questions and confirm your identity at the start of each visit
- ✓ Write down questions you want to ask your health care provider ahead of time
- ✓ Face the camera and speak clearly
- ✓ Have a back-up plan with your health care team (e.g. using phone call instead) in case there are technical problems

You can invite a family member or friend with you, when appropriate. Please introduce them at the start of the visit.

If someone is joining your visit in person and they are not in the camera view, please let your health care provider know.

If your virtual health visit does not meet your needs, you can stop it at any time and switch to a telephone appointment.



Joining Zoom virtual health visits as a patient or client



Links to video resources

PHSA has worked with other health care teams to provide three brief videos that will help you prepare for your virtual health visits. The information and steps in the videos will apply to different types of Zoom appointments with us.

1. [How to participate in a virtual health visit using Zoom \(3 minutes\)](#)



2. [How to prepare for a virtual health visit using Zoom on a mobile device \(4 minutes\)](#)



3. [How to prepare for a virtual health visit using Zoom on a computer \(5 minutes\)](#)



Join a Zoom virtual health visit from a computer

More information

<https://tinyurl.com/phsazoompt>



Technical support

Contact the BC Patient Help Desk: 1-844-442-4433 (toll-free)

Run a test before your visit

<https://zoom.us/test>

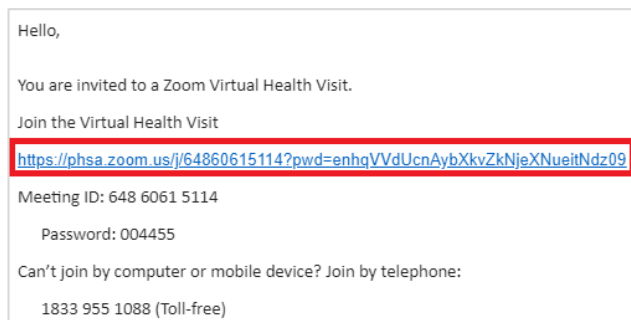
Do you need a Zoom account to join?

No, you can join without an account.



Join your virtual health visit








1. Check your email inbox and junk box for your visit invite.
2. Click the **URL link** to join your visit. You do not need a Zoom account to join.



3. If this is the first time you are using Zoom, the **Zoom Client for Meetings** program will automatically begin downloading to your computer.
 - Click on the file (bottom-left corner of the web browser) when it is done downloading.
 - Then click **Run** to complete the installation.
4. If you cannot download or run the program:
 - Download the **Zoom Cloud Meetings** application to your Apple/Android smartphone or tablet to join.
 - OR click **Join from Your Web Browser** using Google Chrome, Safari, Firefox, or Edge.
5. You will be assigned to a waiting room or put on hold until your healthcare provider starts the visit. Please wait.

Welcome to the waiting room. The host will let you in soon.

PHSA Office of Virtual Health
Providing support for Zoom for Virtual Health Visits to:

 Provincial Health Services Authority
 Providence Health Care
 Island Health
 BRITISH COLUMBIA
 COMMUNITY LIVING
BRITISH COLUMBIA
 doctors of bc
 HealthLinkBC

Invitation to a virtual health appointment

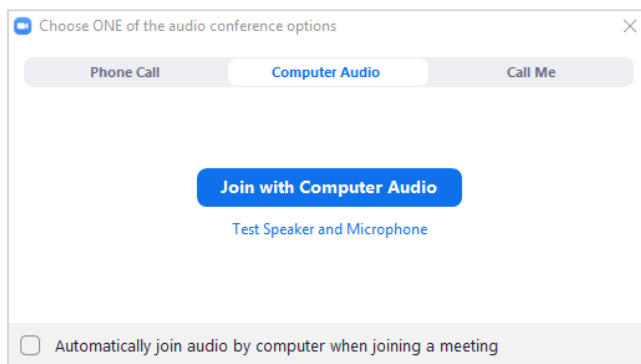
You have previously consented to join this virtual health visit. You can withdraw your consent by leaving this virtual health visit.

Choose your audio settings

Depending on your computer set up, you have two options for how to talk with your healthcare provider.

1. Use computer audio

- This uses your computer's microphone and speakers.
- If you always want to join this way, you can tick the box next to **Automatically join audio by computer when joining a meeting.**



Choose ONE of the audio conference options

Phone Call **Computer Audio** Call Me

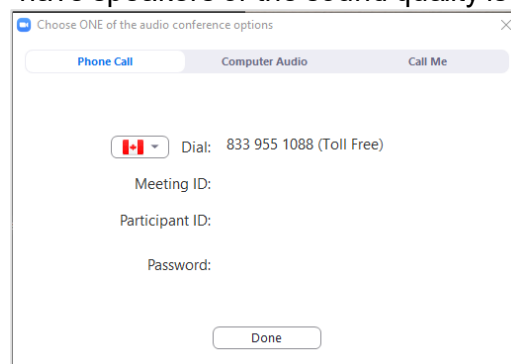
Join with Computer Audio

Test Speaker and Microphone

Automatically join audio by computer when joining a meeting


2. Use the phone

- You can use a phone number to call in to the visit in addition to using the computer video. You can find this phone number on your invitation.
- Use this option if your computer does not have speakers or the sound quality is bad.



Choose ONE of the audio conference options

Phone Call Computer Audio Call Me

 Dial: 833 955 1088 (Toll Free)

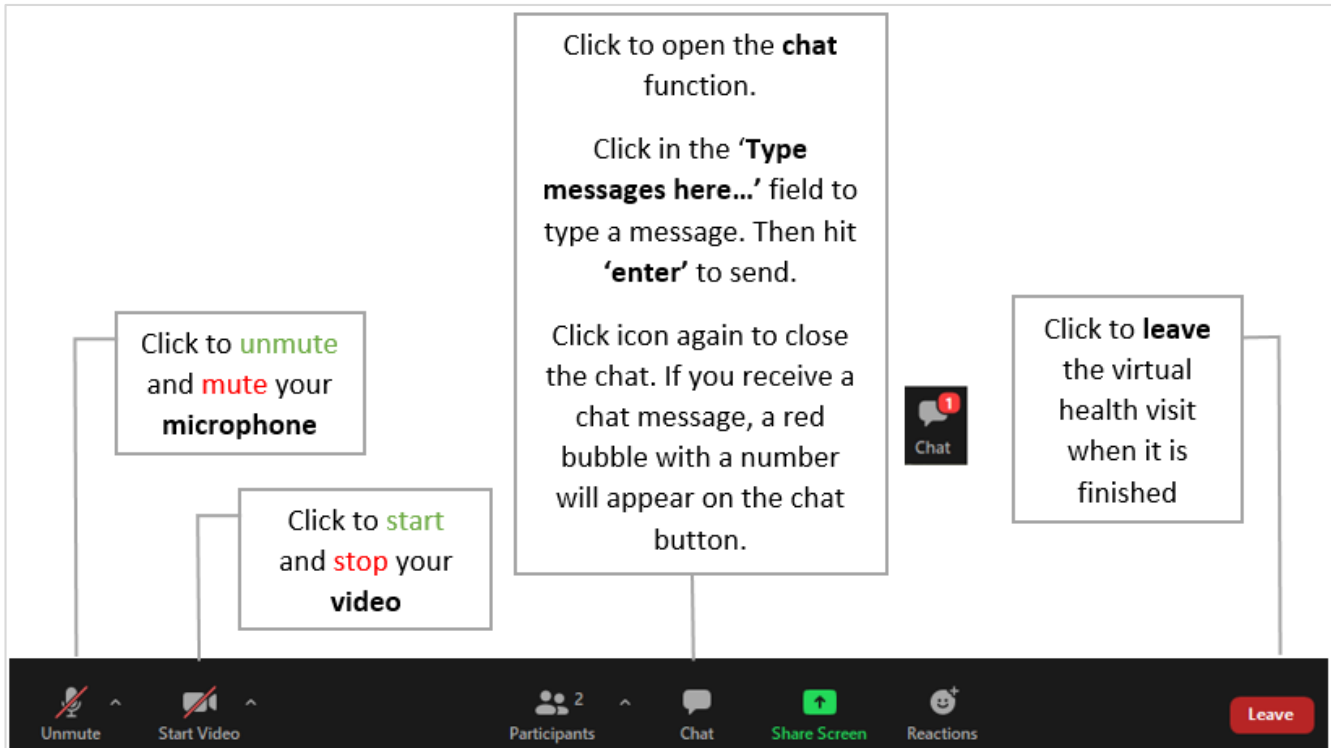
Meeting ID:

Participant ID:

Password:

Done

Participate in the virtual health visit



The image shows a Zoom meeting control bar with several callout boxes providing instructions:

- Unmute and mute your microphone:** Click to **unmute** and **mute** your microphone.
- Start and stop your video:** Click to **start** and **stop** your video.
- Chat function:** Click to open the **chat** function. Click in the **'Type messages here...'** field to type a message. Then hit **'enter'** to send. Click icon again to close the chat. If you receive a chat message, a red bubble with a number will appear on the chat button.
- Leave the virtual health visit:** Click to **leave** the virtual health visit when it is finished.

The control bar includes icons for Unmute, Start Video, Participants (2), Chat, Share Screen, Reactions, and a red Leave button.

Join a Zoom virtual health visit from a smartphone or tablet

Download the 'Zoom Cloud Meetings' application.

Apple iOS: Needs iOS 8.0 or higher. Compatible with iPhone, iPad and iPod touch. apps.apple.com



Android: Needs Android 5.0 or higher. play.google.com



More information

<https://tinyurl.com/phsazoompt>



Technical support

Contact the BC Patient Help Desk: 1-844-442-4433 (toll-free)

Run a test before your visit

<https://zoom.us/test>

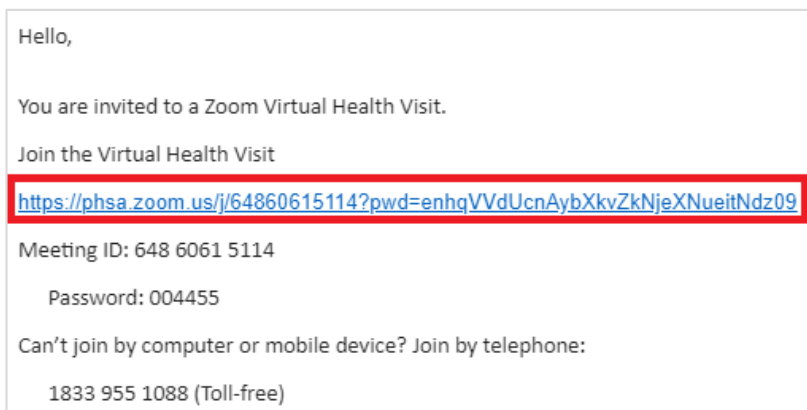
Do you need a Zoom account to join?

No, you can join without an account.



Join your virtual health visit

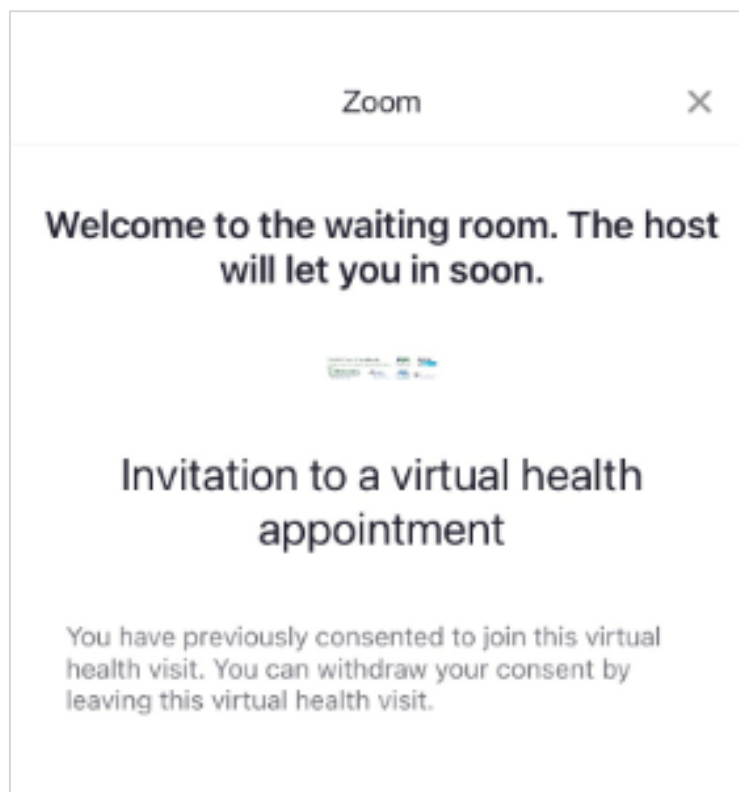
6. Check your email inbox and junk box for your visit invite.
7. Tap the **URL link** to join your visit. You do not need a Zoom account to join.



8.
 - A. If your device already has the **Zoom Cloud Meetings** application, it will open automatically.
 - B. If your device does not have the **Zoom Cloud Meetings** application, your browser will open with a link to download it from the app store.
 - Download the free **Zoom Cloud Meetings** application then go back to your visit invite and tap the URL link again.



9. If you cannot download or run the mobile application, trying using a computer to join (see above instructions).
10. Enter your name.
11. You will be assigned to a waiting room or put on hold until your provider or care team starts the visit. Please wait.





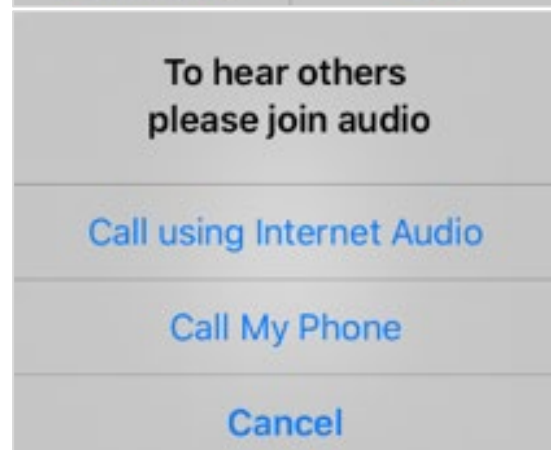
Allow Zoom to use your microphone and camera (only needs to be done the first time you use the app)

After being admitted into the virtual health visit:

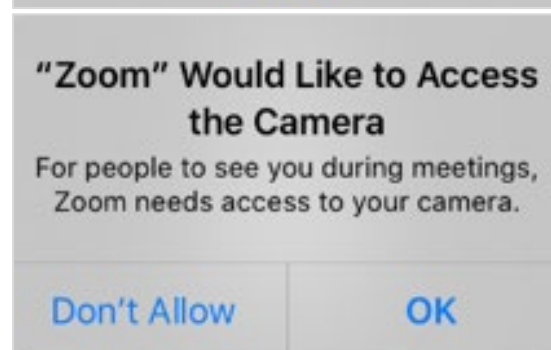
12. Tap **OK** to **allow Zoom** to use your **microphone**.



13. Tap **Call using Internet Audio**.

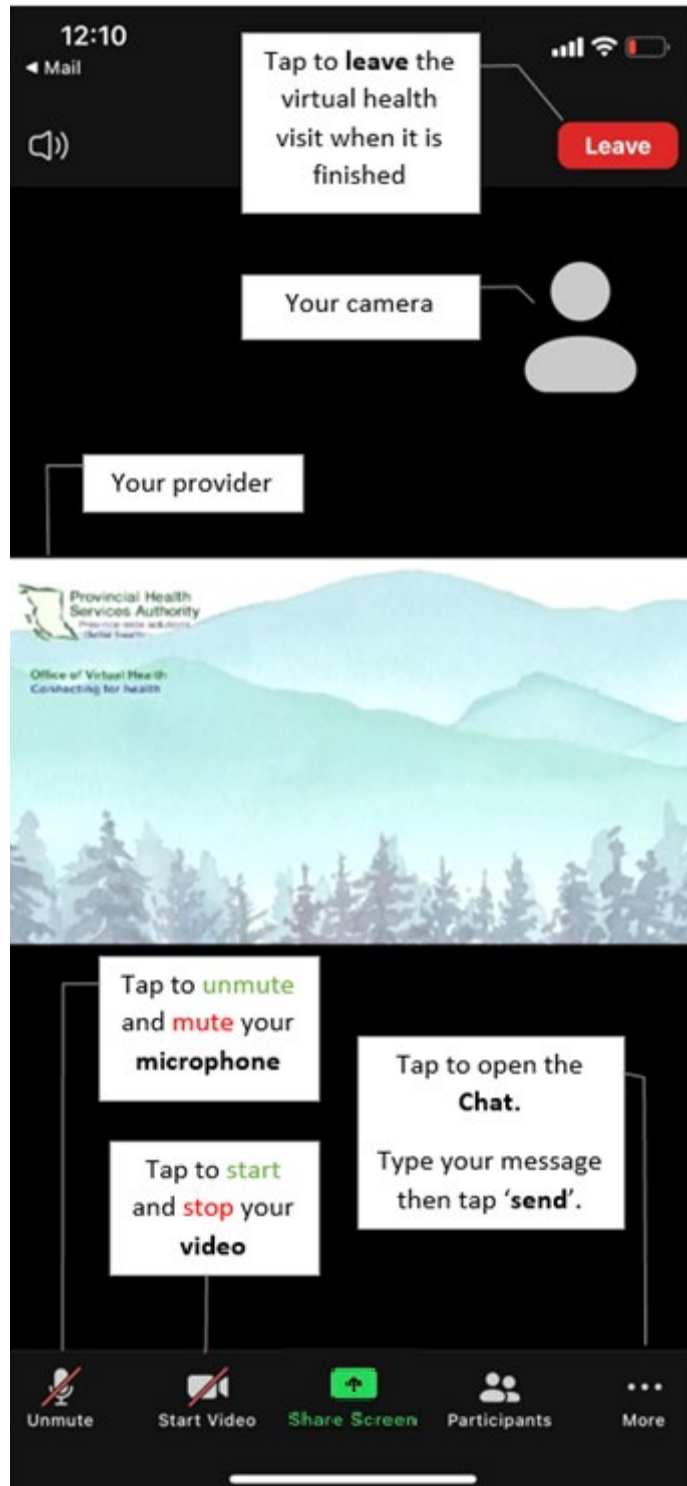


14. Tap **OK** to **allow Zoom** to use your **camera**.





Participate in the virtual health visit



Frequently Asked Questions

Do I need to sign up for a Zoom account?

- No, you do not need to have an account to have a Zoom appointment with your health care team.

Does it cost money?

- No, there is no cost to you for using Zoom for your health care appointment.

How is my privacy protected?

- Your virtual health visit follows the same policies and procedures for in-person medical care. The policies follow the B.C. Freedom of Information and Protection of Privacy Act (FIPPA). Only those health care providers involved in your care are allowed to see or hear your personal health information.

What do I need for a Zoom virtual health visit?

- Access to reliable internet (Wi-Fi or cellular data)
- A computer, laptop, smartphone (iOS or Android), or tablet with:
 - A webcam or built-in camera
 - Speakers and a microphone, or a headset (recommended)

What devices can I use to access my Zoom virtual health visit?

- You can access your Zoom appointment in any of the three ways:
 - Desktop computer
 - Laptop
 - Smartphone
 - Tablet

How do I test my audio and video before joining a virtual health visit?

- Test your camera, speakers and microphone before a virtual health visit by joining this automated [Zoom Meeting Test](#)

Can I invite family or friends to join me for the Zoom appointment?

- Yes. You can invite a family member or friend with you, when appropriate. Please introduce them at the start of the visit.

Will I be recorded during my Zoom appointment?

- Only with your permission. If you or your health care team wants to record the appointment, your team should:
 - Let you know before they start,
 - Tell you some information you may need to know about Zoom recording, and
 - Give you a chance to ask any questions you might have.
- Once they start recording, you will see the below pop-up appear on your screen. If you still consent to recording you can click **Got it**. If you have changed your mind, you can tell your health care team to stop recording or click **Leave Meeting**.

This meeting is being recorded by the host or a participant

This Zoom session will be recorded and shared for training or educational purposes only and will not be stored in your medical record. Your information is collected, shared and disclosed under the authority of sections 26(c) and (e), 32(a), 33 (2)(d) of the BC Freedom of Information and Protection of Privacy Act (FIPPA).

Please note this recording will be stored in Canadian Zoom cloud servers for one year. In accordance with FIPPA, PHSA has completed a privacy and security review to make sure that safeguards are in place to protect your personal information. However, as with all cloud-based solutions, there are potential security/privacy risks, such as malware attacks or unauthorized access from hackers so that your personal information is given without notification to PHSA. By consenting to being recorded, you acknowledge that you are aware of this risk.

Please click on the popup to consent or tell your provider if you do not consent and they will stop the recording.

Leave Meeting

Got It

Appendices



Appendix 2: Technical support for Zoom virtual health visits

FOR PATIENTS AND CLIENTS

Contact the patient help desk: 1-844-442-4433 (toll-free)

This help desk number is also found in your Zoom virtual health visit invitation.

Monday to Friday, 7 a.m. to 5 p.m.

Interpreting services are available

Information to help patients get started with virtual health visits with Zoom is on our [patient resource page](#).

You can email us at OVHZoomSupport@phsa.ca for more information and feedback.

Appendix 3: Client notification form

Notification for the use of Digital Communications

Digital Communications can be a convenient way to communicate with your care team between visits, but there are risks when using these technologies to send personal information.

We'll do what we can to confirm that any personal information we send is being received by you and only you, but it's never possible to have 100% certainty who we are communicating with outside of a face-to-face visit.

You need to be aware that we cannot control what happens to information once it is stored: 1) on your device; 2) by telecommunications providers; 3) by software or application providers; or 4) by other applications that may have access to your messages.

You are responsible for the security of your own computer/tablet, email service and telephone.

Risks of using Digital Communications

The information could be requested, viewed, changed or deleted if others are allowed access to your phone, tablet or email account.

Information may be vulnerable if stored on a computer/device that has been compromised by viruses or malware.

Organizations may have to disclose information where required by law or under court order.

Electronic communications can be intercepted by third parties.

Your data may be stored and/or accessed outside of Canada.

What can you do?

The below are suggested best practices meant to help you protect your information once it is in your control. It is important to note that these are general best practices and will not guarantee your information won't be accessed by a third party.

- Protect your passwords! Someone could pose as you by sending us a request from your device or email
- Download applications from trusted sources (Google Play, iStore)
 - If the info you are wanting to communicate is of a sensitive nature, you may want to seek a more secure method of communication
- Delete emails and texts you no longer require
- Use your device settings to control what information your applications have permission to access
- Avoid sending personal information while using public Wi-Fi
- Use permission controls on your device to ensure that none of your applications (apps) have unnecessary access to your text messages and/or emails
- Use virus protection on your computer or device, and regularly scan for threats