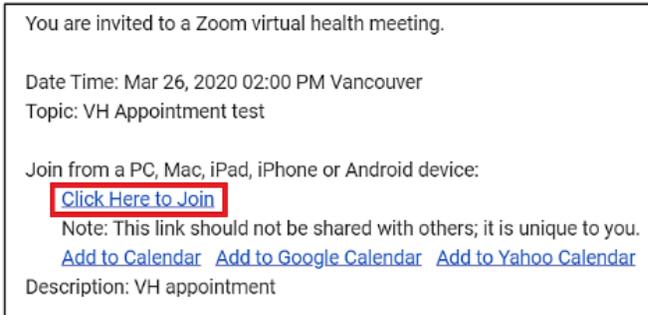


How do I download the Zoom app on my smartphone?

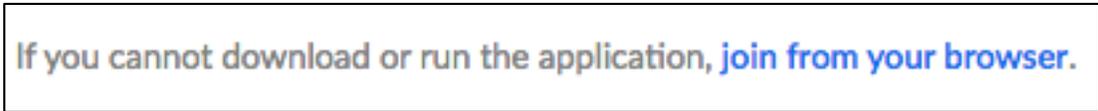
1. Go to the Google Play Store or the Apple App store– Download Zoom Cloud Meeting App
2. Sign in with your PHSA health authority account and Zoom password (you would have previously had to sign into your account from the initial zoom account email).

What should I do if the patient is unable to join the Zoom appointment?

The patient/family should be instructed to click on “Click here to join” in the invite received from the clerk.



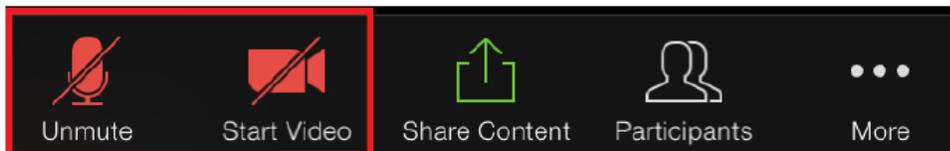
To join via the computer the patient will need to download the app. Alternatively, when they click on the invite, they can select:



As a last resort, the patient can call in using the phone number on the invite.

What should I do if I can't hear or see the patient?

Instruct the patient/family to unmute and turn on the camera (you can request verbally and via the chat function). The patient/family should tap the screen to show the toolbar. Tap the microphone and camera icons (the line will disappear audio and video are on).



If the patient/family is still unable to unmute, you are able to assist. Click the participant icon (click on )



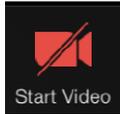
Tap/click on their name or right-click, and a dropdown menu appears. Click on unmute.

**Video can only be initiated by the patient/family.*

If all else fails, suggest they re-start - exit the meeting and then re-enter by clicking on the meeting link again.

What should I do if the audio is poor?

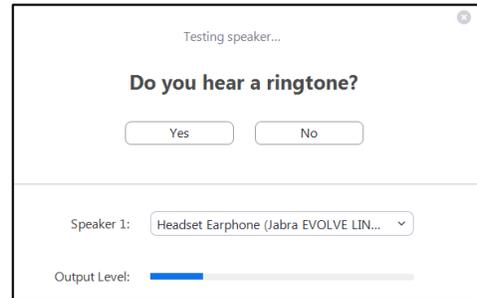
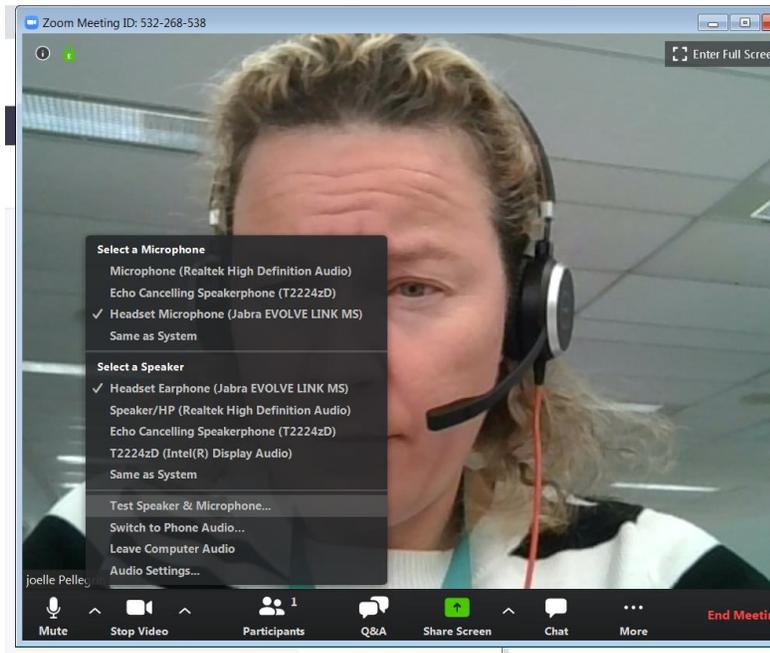
If you are using both the video and the audio and can manage the visit without seeing the patient, turn off your video and instruct the patient/family to do the same. This is done by tapping the screen to show the toolbar and then tapping the camera icon:



You may need to instant message the patient if audio is poor. Click on the ellipses icon  then select chat. The conversation pane opens up and you can type your message. NOTE: The chat will be sent to **all participants by default**. To chat with a specific participant, tap on their name in the list of participants.

What should I do if the patient/family cannot hear me?

If the patient cannot hear you, make sure you are unmuted. If yes, then tap the arrow to the right of the microphone and select **test speaker and microphone**.



Why should I book the virtual visit as a webinar instead of a meeting?

Please see the detailed comparison between meetings and webinars here: <https://support.zoom.us/hc/en-us/articles/115005474943-Meeting-and-Webinar-Comparison> We recommend scheduling webinars for clinical virtual health visits to maintain standardized functionality to support clinical requirements. Meetings are used mainly for large educational events, and they have limited functionality. All CLINICAL virtual health visits must be booked as a WEBINAR.

Why should I invite the patient/family as panelists instead of attendees?

By adding the patient as a panelist, the patient will be able to share their camera feed and speak to their provider. Attendees **cannot** share their camera feed or speak to their provider without being 'promoted' to the panelist role.

Is there a standard process to give admin privileges?

Yes. Please see step 1 in the document below. Please note all providers must set up their own admin privileges, this is not something other can do for them.

http://www.phsa.ca/Documents/Trauma-Services/Zoom%20Clerk%20Schedule%20VH%20Visit%20on%20Behalf%20of%20Provider_200323%5b1%5d.pdf

Are the clinicians email addresses hidden in the zoom invites?

Yes. The invitation received by the patient just shows the providers name and a zoom "no reply" email i.e. **Provider Name**<no-reply@zoom.us>

Can we break out into meetings? *This is especially helpful in psychiatry

Zoom meetings have capacity to support break out rooms. There is a toggle under setting – in meeting (advanced). Once enabled, hosts with a Zoom account on the desktop client can split participants into breakout rooms. See details below.

https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Breakout-Rooms#h_342aae18-b8f3-47b6-ae8e-3d237a8599eb

Do I need to register and schedule my virtual visit in CERNER?

Patient visits that are performed using virtual modalities need to be set-up in accordance with registration and scheduling processes in place for the organization. Contact your program manager or administrative manager for more information.

What If I need an interpreter for my Zoom visit?

Interpreters can be part of your Virtual Health Visit and you should book them through Provincial Language Services (PLS). If you are Health authority staff first time user, sign up by calling 604-297-8400 or toll-free: 1-877-BC Talks (228-2557) during business hours (8:00 a.m. - 4:00 p.m.).

Immediate or phone booking: Book or connect to a phone interpreter immediately by calling 604-297-8400 or toll-free: 1-877-BC Talks (228-2557)

Advance booking: To access an interpreter more than two business hours in advance of your Virtual Health Visit, use the PLS online system (<https://plscustomer.phsa.ca/>).

Need an online booking ID or forget your password? Call the number above or email pls@phsa.ca. Have the following information ready: Appointment date; Start and end time; Location; Language; Purpose of appointment

What if I need sign-language interpreting? PHSA provides sign-language interpreting services through the Wavefront Centre. There is no charge to the patient or your department. Please call the Institute directly. Phone: 604-736-7012 Toll-free: 1-877-736-7012

How and from where do I get the script for obtaining consent to conduct a virtual visit?

Your programs should be working on developing scripts to support you, please contact your clinical operational lead.

Can I obtain verbal consent rather than written consent?

Yes - during the COVID 19 Public Health Emergency we are able to obtain verbal consent from the family/patient. It is however important to document that consent in the health record. Contact your program manager or administrative manager for more information.

Should I use Skype for Business or Zoom?

You can use what you are comfortable with; they are both platforms for virtual visits with similar functionality. Office of Virtual Health, in their user testing found that Zoom had a better patient/user experience. All clinicians and clerks/admins should be familiar with both tools.

Can I initiate Zoom from home when hosting the meeting? Or should I plan to be on site for patient visits?

You can download and log into Zoom from your home computer using your health authority account to login. Use the health authority email address and your Zoom password to log in.

iOs Mobile device – download on iPhone, iPad or MacBook the Zoom app. Sign in using your Health Authority Credentials and Zoom password.

Android mobile device – download the Zoom app on your android smartphone or tablet. Sign in using your Health Authority Credentials and Zoom password.

Does my laptop/computer have to be at C&W when there is a desktop download of Zoom?

For PHSA/C&W issued laptop/computer, yes, the machine has to be physically onsite and connected with PHSA network to get the update. For users who use personal device, they can download the Zoom client freely and log in with their health authority account email and Zoom password.

Do our patients need to download Skype for Business and/or zoom when we have a visit with them?

When your patients click on the visit link / Join Skype Visit with their smartphone or tablet (android and iOs), they will be prompted to download the free Skype for Business app or Zoom app. Patients/parents are encouraged to use their smartphone or tablet for virtual health events. Both Skype for Business and Zoom have strong apps to be downloaded that make it as easy to join the virtual health event. If patients must join on a PC, then both Zoom and Skype have web browser solutions in the email invite sent to them:



Zoom	Skype
If you cannot download or run the application, join from your browser.	Trouble Joining? Try Skype Web App

If patients are on their computers, they can follow the prompts to open the visit in their web browser (download a plug-in) without downloading the program on their computer.

Does Zoom only allow for 40 minutes of meeting time? Can meeting time be extended?

If you use the commercially available free version of Zoom, you can only use it for 40 minutes. Your PHSA Zoom account is a Healthcare Licensed Zoom Account which does NOT have these restrictions. The PHSA Zoom account is PIPEDA and PHIPA compliant to protect the privacy and confidentiality of Personal Health Information.

What support will be available for families?

The [Office of Virtual Health](#) has [patient resources](#) for Zoom on their website.

Who should I contact if I need further support to conduct a virtual visit?

Please refer to the Child Health BC website for additional quick tips documents www.childhealthbc.ca or the [Office of Virtual Health](#) (for Zoom resources). Ask a super user in your clinic or program. You can call IMITS for Zoom technical support at 604-675-4299.