CHILD HEALTH BC | LEAD BENEFACTOR | save on foods

Provincial Health Services Authority | Province-wide solutions. Better health.

ZOOM
Provider FAQ

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 are the differences between a free ZOOM account and a ZOOM for Healthcare account? How do sign into the different accounts?

Only ZOOM for Healthcare is endorsed by the Ministry of Health and is compliant with Canadian privacy regulations. It is important that you are signed on to ZOOM for healthcare for your virtual health visits. More details can be found on the Office of Virtual health website. Use your PHSA Healthcare ZOOM license for all Virtual Health visits with patients.

### How do I know I'm logged into my Zoom for Healthcare license?

1) **Web browser: www.zoom.us. Log into your account, go to Profile. Your account number must end in -7599.**

joelle Pellegrin
Job Title: Manager, Children's Virtual Care
Company: Child Health BC
Location: Vancouver
Account No.: i7599

Change Delete

2) **Desktop application: On the Gear icon, select [Edit My Profile]. The web browser version will open. On Profile, your account number must end in -7599.**

3) **Mobile device: Settings > next to your name you see "Licensed" if you are logged into your zoom for healthcare**

ꞏꞏꞏꞏ TELUS 📶   3:24 PM   @ 20% 🔋
Settings

joelle Pellegrin LICENSED
📹 joelle.pellegrin@phsa.ca

Meetings
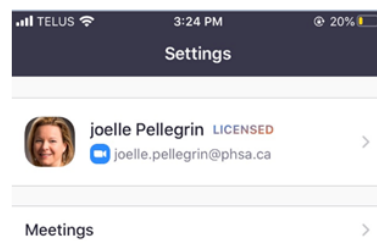
29

Can I sign in on mobile zoom app with my PHSA email and password?

You will have to create a Zoom account using your phsa email after receiving an email from IMITS to do so. You will also create a password just for Zoom. You can then use that username/password to login to Zoom on your phone or home computer. Download the Zoom Cloud Meetings App from the app store or Google Play.

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.

> You are invited to a Zoom virtual health meeting.
>
> Date Time: Mar 26, 2020 02:00 PM Vancouver
> Topic: VH Appointment test
>
> Join from a PC, Mac, iPad, iPhone or Android device:
> Click Here to Join
> Note: This link should not be shared with others; it is unique to you.
> Add to Calendar   Add to Google Calendar   Add to Yahoo Calendar
> Description: VH appointment

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

> If you cannot download or run the application, join from your browser.

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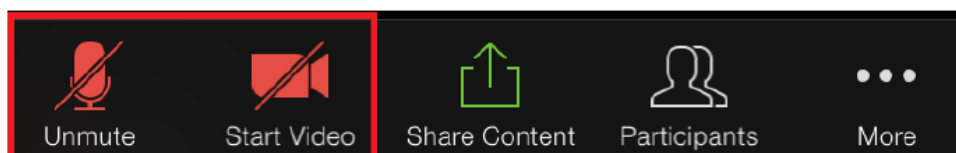
If the patient/family is still unable to unmute, you are able to assist. Click the participant icon (click on [Participants])


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:
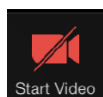
You may need to instant message the patient if audio is poor. Click on the ellipses icon [More] then select chat. The conversation pane opens up and you can type your message. NOTE: The chat will be sent to **all participants by default**. To chat with a specific participant, tap on their name in the 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.**
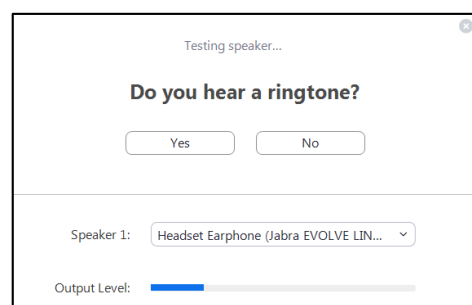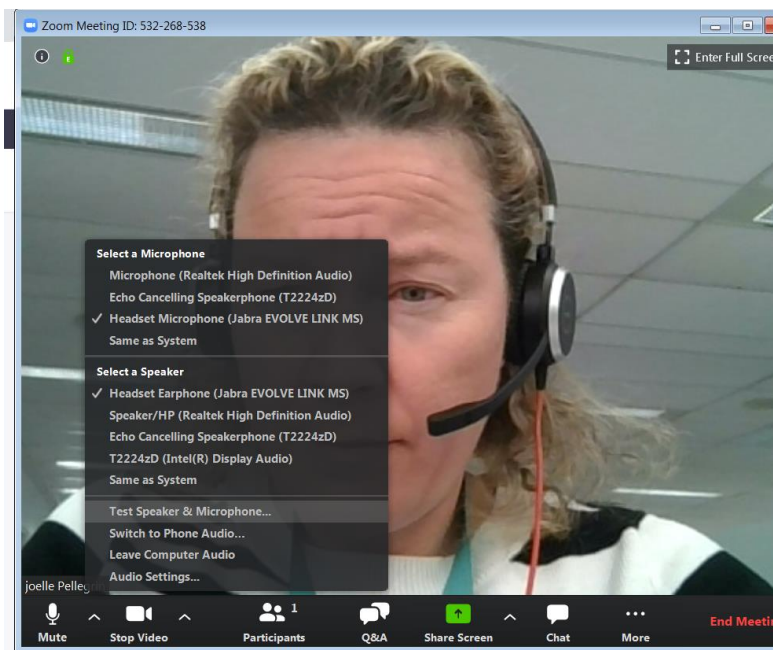
What is the difference between a Zoom Webinar, a Zoom Meeting and an Instant meeting?

Webinar	Scheduled Meeting	Instant Meeting
✓ 1:1 or group scheduled ✓ Automated email appointment reminders ✓ Automated invitation to patients (invite patient as panelist) ✓ Protect patient identify by pre-setting patient name (i.e. Mel C., Joelle P.) ✓ Clerk can schedule and start webinar on behalf of provider (scheduling privileges must be assigned) ✓ Host up to 99 patient panelists	✓ Set specific meeting date and time ✓ Easy to share attendee invitation ✓ Control if attendees can join before the host starts the meeting ✓ Waiting room option ✓ Team members can schedule on behalf of others (scheduling privileges must be assigned) ✓ Group visit with breakout room functionality ✓ Host up to 500 attendees	✓ Adhoc, instant start meeting with no date and time ✓ Easy to share attendee invitation ✓ Host up to 500 attendees

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

When Zoom was first introduced to PHSA, the Office of Virtual Health encouraged the use of Webinars for virtual health visits with patients/groups. Clinical Operations leads at C&W have now held discussions with clinics/programs about the use of both webinars and meetings in Zoom. To help you understand the functionality differences between these virtual health visit types, please see the detailed comparison between meetings and webinars here:

- http://www.phsa.ca/health-professionals-site/Documents/Office%20of%20Virtual%20Health/Zoom%20Meeting%20vs%20Webinar%20Comparison.pdf
- https://support.zoom.us/hc/en-us/articles/115005474943-Meeting-and-Webinar-Comparison

In webinars, why should I invite the patient/family as panelists instead of attendees?

In a Webinar, 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. They are in "listen mode only".

Is there a standard process to give admin privileges to book?

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

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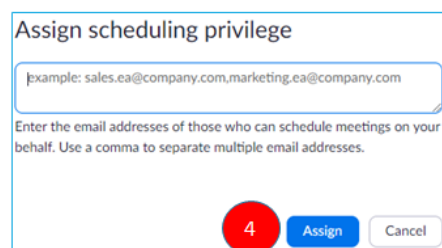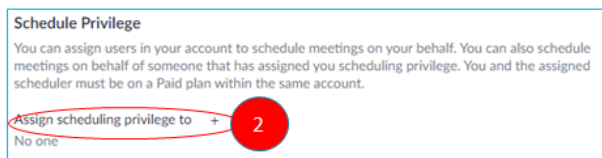

Office of Virtual Health has created a short video tutorial on this:
https://www.youtube.com/watch?v=cyPL8QX_MDw&feature=youtu.be

Do people with privileges have access to all your appointments or just the ones they booked?

If you have assigned scheduling priviliges to clerks, they do have access to ALL meetings and webinars that you are the host of (even ones that they have not booked). This provides the ability for clerks to modify/delete VH webinars/meetings on your behalf.

Is there a way to schedule a webinar via mobile or is it ok to just use meetings?

PHSA Office of Virtual Health suggests that all scheduling of virtual health visits (webinars or meetings) be completed on the Zoom Web Browser www.zoom.us. Through the Zoom mobile app on your phone, Instant Meetings can be scheduled.

How can I hide a clinician's email addresses in the zoom invites?

The webinar invitation received by the patient just shows the providers name and a zoom "no reply" email i.e. **Provider Name**no-reply@zoom.us, when you hover on the clincans name.

However, if the patient clicks "respond" to the zoom generated email, the clinician's C&W/PHSA email address is listed in the email.

This issue has been escalated from PHSA Office of Virtual Health to Zoom. Zoom is unable to fix this issue.

To modify the host (clinician's) email before sending the invite to the panelist (patient), from the webinar invite created with host/alternative host, scroll down to "email settings". Click Edit to modify the Email contact to a generic clinic email or to the booking clerk's email. Click Save. This must be done on ALL webinar invites.

Invitations	Email Settings	Branding	Polls	Q&A	Integration

Select Email Language:English — Edit

Email Contact: joelle Pellegrin, joelle.pellegrin@phsa.ca — Edit

Edit Contact Email Address ✕

You may change the contact information that attendees can use if they have questions about the webinar.

Name

joelle Pellegrin

Email Address

joelle.pellegrin@phsa.ca

Save Cancel

> Make Modifications here and click Save. When the patient (panelist) receives the Zoom webinar invite, it will be from this person/email address.

If you are using your personal phone for zoom and to do meetings, does your client see your phone number?

If you are using your smartphone using the ZOOM mobile app with your healthcare license to host a virtual health prescheduled webinar, the patient will NOT see your phone number.

If you are inviting patients to a ZOOM Instant Meeting on your smartphone and sending them an SMS invite, the patient will see your mobile phone number. The use of ZOOM Instant Meeting functionality is really limited to very specific clinical emergency contact with patients.

Can I use Zoom for phone calls/consults and hide my number?

Zoom is a video conferencing tool used to contact patients to have both audio and video for a full virtual health event.

N.B. Zoom Instant Meetings accessed on your mobile smartphone will show your mobile phone number if you send the invite link to the patient's cellular phone (SMS). Zoom Instant Meetings are used only in particular clinical scenarios.

Can Zoom accounts be assigned to generic clinic emails for scheduling?

Zoom accounts are NOT generally assigned to generic clinic email addresses. Each request is evaluated individually. BC C&W Clinical Operation Leadership has evaluated zoom accounts being assigned to generic clinic emails, and has indicated that it is NOT recommended. Contact your clinic/program operational leadership team for further explaination.

Can we break out into smaller group meetings?

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.

- http://www.phsa.ca/health-professionals-site/Documents/Office%20of%20Virtual%20Health/Zoom%20Conduct%20Desktop%20Meeting%20VH%20Visit%20w%20Breakout%20Rooms.pdf
- https://support.zoom.us/hc/en-us/articles/206476093-Getting-Started-with-Breakout-Rooms#h_342aae18-b8f3-47b6-ae8e-3d237a8599eb

Can I do breatkout rooms in webinars?

Unfortunately you can't. Breakout rooms are only possible in meetings. See the previous question.

To access a Zoom webinar, do patients need to enter a password?

Password protection for Zoom webinars occurs automatically when scheduling a webinar. Generally, the patient should not require to insert a password when joining a webinar. The password acts as an additional safeguard against zoom privacy challenges that occurred in early April 2020. If the password is requested, it is listed in the virtual health visit invite email from Zoom

How do I add a meeting to Outlook calendar?

When scheduling a webinar, the scheduler has the option to add the invite to their outlook calendar. The scheduler needs to add the .ics invite to their outlook and then forward the outlook invite to the host and alternative hosts so that they have the meeting in their outlook calendar. ZOOM is not incorporated in our Outlook Calendar.

Child Health BC — Lead Benefactor — save on foods | Provincial Health Services Authority — Province-wide solutions. Better health.

zoom
Provider FAQ

Add the Zoom Virtual Health Webinar to your Outlook Calendar

1. Click Add to: **Outlook Calendar (.ics)** to download an .ics file
2. In the bottom left corner of screen, click on the webinar .ics
3. Outlook will automatically open and populate a calendar event
4. Click Invite attendees to send the outlook calendar invite to host and alternative hosts

My Webinars > Manage "Virtual Visit Dr. L with MM"

Topic — Virtual Visit Dr. L with MM

Time — May 5, 2020 01:00 PM Pacific Time (US and Canada)

Add to — **(1) Outlook Calendar (.ics)** — hoo Calendar

(2) webinar-95688829....ics ⌃

File | Appointment | Insert | Format Text | Review **(4)**

Save & Close | Delete | Calendar | Forward | OneNote | Appointment | Scheduling Assistant | Skype Meeting | Invite Attendees

Actions | Show | Skype Meeting | Attendees

Subject: Virtual Visit Dr. L with MM
Location: https://phsa.zoom.us/j/95688829529?pwd=M3lkMjkzYmwwSkFGK1JYbTNtU3A0?
Start time: Tue 5/5/2020 ▾ 1:00 PM ▾ ☐ All day event
End time: Tue 5/5/2020 ▾ 2:00 PM ▾

Join from a PC, Mac, iPad, iPhone or Android device:
    Please click this URL to join. https://phsa.zoom.us/j/95688829529?pwd=?
Password: 085581

35

As alternative host, why I can't see my scheduled webinars in my zoom desktop app or on zoom.us?

We have escalated this to PHSA's Office of Virtual Health. Alternative hosts will have to rely on their webinar/meeting invite email from Zoom or from the Outlook Calendar Invite (created by the clerk) to host the zoom virtual health visit.

How do we invite participants to a Zoom meeting directly through Outlook calendar? There is only an icon to create a new Skype meeting. I am unable to download the Zoom plug-in.

You currently cannot invite participants to Zoom meeting directly from Outlook. There is no plug-in. The Zoom Virtual Health Visit must be scheduled in the Zoom Browser www.zoom.us. To be able to invite patients as participants, you should choose "Schedule a Zoom Meeting". Once scheduled, you will add the .ics (Outlook Calendar invite) to your calendar. This .ics invite could be forwarded to patients. Follow your clinic /program operational standard for how to invite patients to virtual health visits.

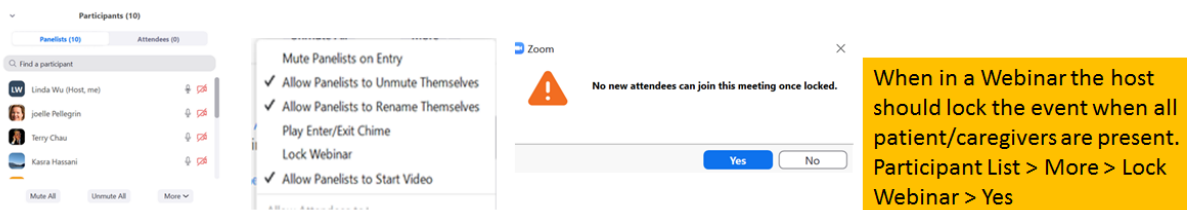## Do I need to register and schedule my virtual visit in CERNER?

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.

Zoom bombing - how do we protect ourselves?

As per the Office of Virtual health website: Recent security concerns raised in media are mainly related to the free version of Zoom. To protect the privacy and security of your Virtual Health Visits, PHSA is using the Zoom for Healthcare version. This version is endorsed by the BC Ministry of Health for conducting Virtual Health Visits. Additional measures have been put in place to make appointments and your patients' personal information even safer. For quick tips on securing your Visits, view this Zoom security best practices infographic.

How do I lock a meeting in Zoom?

While the session is running, click MANAGE PARTICIPANTS. AT the bottom of the participant panel, select MORE then LOCK.

When in a Webinar the host should lock the event when all patient/caregivers are present. Participant List > More > Lock Webinar > Yes

If I lock a session in Zoom, can people still join if they are late or the call drops?

No. Avoid locking the meeting until all expected attendees are accounted for. If someone drops off the call, you will need to unlock the meeting to allow them to re-enter. When trying to rejoin, the participant sees a message saying the zoom event is "locked by the host" and will not be able to get past that screen. Follow the same process as in the previous question to unlock.

Is there a way to connect with someone who is listed as an anonymous user or just telephone number prior to admitting them?

If there is no name associated with the participant, you will need to admit them and determine whether they should be in the call. You can remove them from the call by right clicking their name and using the drop down function of 'remove' from meeting

Can you record in Zoom to share/send or analyze later?

Recording on Zoom has been disabled for privacy reasons. Other solutions need to be sought for recording sesssions.

Is there a function to send/receive photos or videos?

Sharing of photos and videos from patients has been escalated as a clinical need to PHSA Office of Virtual Health. Your clinical operations leads will provide clinicians with these guidelines to uphold patient privacy when OVH communicated it to them.

Are we able to save the Chat history in Zoom? If yes, can both the patient and the providers the history?

There is no ability to save the Chat History in Zoom. This is part of the Global Privacy Settings in PHSA Zoom for Healthcare license.

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

CHBC has created a Quick Tip How to book an interpreter through PLS.

OVH has created Schedule and Conduct a Virtual Health Visit Meeting with Interpreter in Zoom for Healthcare

How and from where do I get the script and procedures (when?, how often?, who?) for obtaining consent to conduct a virtual visit?

Your programs should be working on developing scripts and procedures 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 for virtual health 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. C&W operational leaders are working with their programs to determine what VH solution works best to meet the clinical requirements of their patient visits. Please connect with your operational leaders to learn more about what solutions will be used in your clinic/program.

Which platform do we use for team meetings or interdisciplinary rounds in which patients are being discussed?

PHSA has recommended that Skype for Business be used for team meetings. Operational Leaders are working with their programs to determine which virtual health solution works best for their clinical needs. Please follow up with your operational leader to learn more about the plan for your team.

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.

Do I use a Zoom from my virtual remote desktop (i.e. through Citrix) or can I put it on my home computer?

No need to use virtual desktop. Once you have a Zoom account, you can use it on any device, including home computer. Just download the Zoom Cloud Meetings App and sign in with your PHSA healthcare license.

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 computer 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 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.

For some families access to 'good wifi' can be an issue. Does Zoom work better thank SfB when there is a concern re bandwidth?

The Office Of Virtual health has indicated the the consumption of data with zoom would be approximately 1 GB per hr. We currently do not have a comparison consumption with Skype for Business.

If we want to use zoom for personal reasons (friends, family) should we create a separate account for this use?

Yes. Same as with emails, Zoom meetings with PHSA account could be subject to monitoring or audit, so you should have your own account for personal meetings. The PHSA Zoom for Healthcare license is to be used for hosting virtual health visits with patients.

Will our personal data plans be reimbursed if PHSA is asking us to use this as a first line option to preserve bandwidth?

Since the beginning of COVID -19, IMITS has ensured many improvements to the PHSA bandwidth. Using Skype for Business on our PHSA desktop has always been covered by the PHSA bandwidth.

If clinicians were using their SfB apps on their mobile devices on the PHSA Wifi for virtual health visits, there could have been challenges to the PHSA Wifi network. This is not the suggested method of conducting virtual health visits with Skype for Business.

At the beginning of the launch of the Zoom solution, when Zoom was not available on the PHSA desktop, clinicians were encouraged to use their own personal Wifi as to not cause undue stress of the PHSA Wifi. Since the Zoom Desktop App has been downloaded to all computers, clinicians are requested to use this method to host their Zoom meetings, not their personal devices.

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.