

Zoom Patient Manual

Vancouver Coastal Health



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CLINICAL GUIDELINES

The Essentials to Getting Started With Virtual Care:

- Review the privacy notice for having a Zoom appointment in the Zoom manual
- Ensure you have access to WiFi, Data, and a technology device to have the Zoom appointment
- Download the Zoom App or Zoom for Client Meetings (desktop)
- Test having a zoom meeting: www.zoom.us/test



Virtual Visit Etiquette Tips:

- Introduce yourself so that the clinician can confirm who they are talking to
- Confirm you are ok with having a virtual appointment
- Try to maintain eye contact with the camera during the visit
- Consider the space that the clinician will view during a virtual visit.
- Consider making notes during the appointment, and writing out a list of questions beforehand
- Consider keeping a list of your current medications or past medical procedures nearby in case the clinician asks

PATIENT NOTICE OF VIDEO APPOINTMENT

Dear Patient,

Vancouver Coastal Health (VCH) is working hard to provide patients with opportunities to have convenient and reliable access to healthcare services. In our review, we have determined that you are a good candidate for a video visit for your appointment. Please let us know if you prefer to have an in-person hospital visit.



To be successful in having a video visit, you will need the following equipment:

- ✓ Email
- ✓ Tablet, smart phone or computer
- ✓ Access to Wi-Fi internet
- ✓ A private space for your conversation

If you do not have this equipment, you may prefer to come into an office or hospital to meet with your healthcare provider.

In accordance with the Freedom of Information and Protection of Privacy Act, we will collect the personal information to confirm your identity and enable you to access virtual health visits. We may send you the registration invitations, appointment reminder notifications, and survey links to the email address you provided to us. We will only send information to the personal webmail address which you have provided to us. All of the information which you provide to us, including information about the care you receive, will be kept completely confidential.

Our intention is to improve your access to healthcare services through the use of technology and improve your overall healthcare experience. We realize that with the use of new technologies, things may not always go to plan. We are committed to assisting you through this process.

More information regarding privacy/security can be provided on request. If you have any questions or concerns about your appointment or would prefer to book an in person visit, please inform us when we call you to book your appointment.

Using a Video Appointment to Communicate with your Health Care Provider

Vancouver Coastal Health (VCH) staff and physicians are committed to making care easy for you while protecting your privacy. We are using video appointment technology called Zoom, which can come with some risks or limitations.

What you need to know:

- We want the technology to be successful and simple to use. If it's not, please let us know.
- Sometimes, a video appointment isn't appropriate for care. We will only offer this type of visit if we think it is a good option for you.
- You do not have to have a video appointment, if you prefer to meet in person, let us know.
- Sometimes technology does not work, and there could be unexpected problems. We will do everything in our power to minimize a problem with technology.
- If for any reason the technology does not work, your team will arrange an alternative appointment.
- All the rules that apply to the practice of medicine in the province of BC apply to the use of technology and video appointments (e.g. documentation in the health record).
- Your care team will inform you if any other person(s) can hear or see any part of the conversation before the session begins.
- For your video appointment, you will need suitable Wi-Fi or network access. VCH cannot cover any data service costs associated with video appointments. Please note that Wi-Fi networks in public spaces (e.g. coffee shops) may be unsecure.
- Although security measures such as encryption is used to safeguard communications, "perfect security" does not exist on the internet and VCH cannot guarantee the security of the information you share over the internet.
- Like other mobile applications, the Zoom application requires permissions to access content on your phone to function. For example, permission to access the camera and microphone enables users to have the video appointment.

Contact Information

We welcome your comments and questions regarding video appointments between patients and VCH care providers. If you have questions regarding privacy or security, please contact us at the following:

[VCH Information Privacy Office](#)

Phone: (604) 875-5568

Email: privacy@vch.ca

FAQ

Q: What platforms support Zoom?

- Apple and Android devices, as well as Windows Desktop

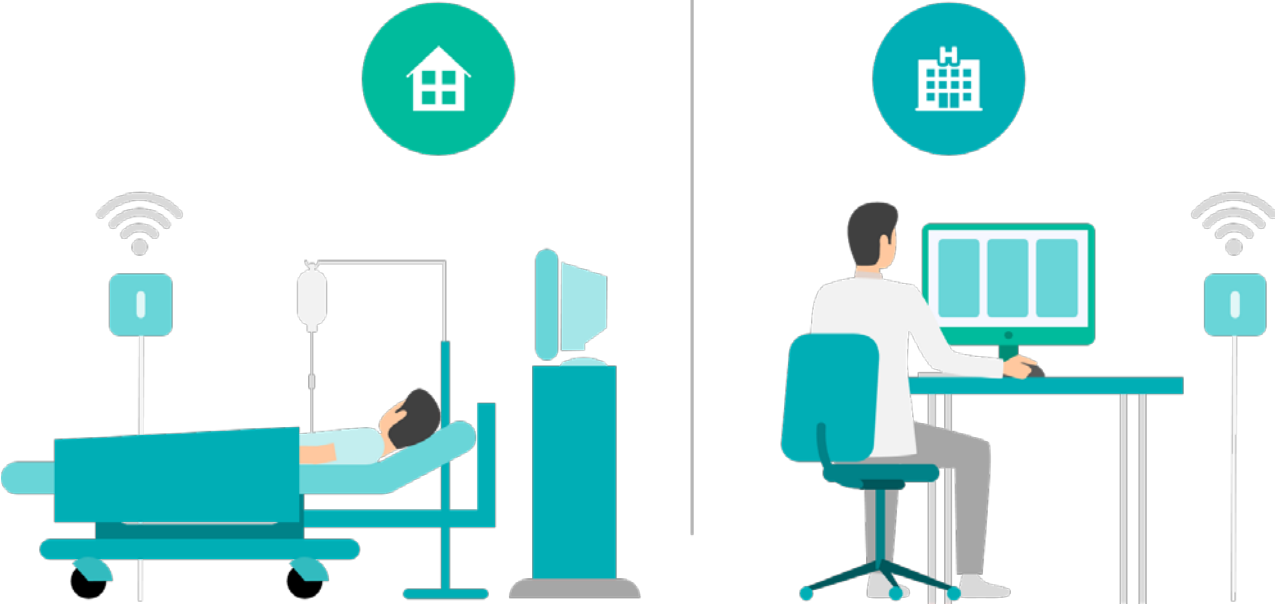
Q: What about privacy and cost?

- Canadian privacy compliant
- Free download

Q: What do patients require to have a Zoom meeting?

- Access to internet (WiFi or Data)
- Smart Phone, Tablet, Computer
- Review Privacy Notice – Appendix A

GUIDES



Confirming Your Appointment

You will receive an email from your healthcare provider to confirm your appointment. When you open the email, you will see a link and follow the instructions

Hi there,


You are invited to a Zoom video visit appointment with your care provider.
When: Feb 3, 2020 09:00 AM Vancouver
Topic: Healthcare Appointment


Please confirm your appointment by clicking this link:
https://zoom.us/webinar/register/WN_XiXwcWdQToaZFLxDok7BvQ

After confirming your appointment, you will receive an email containing information about joining the your appointment.

Enter your information

Webinar Registration



Topic	Clinic Visit	
Description	Please download the Zoom App and/or web browser before your first appointment. You can test your settings by clicking this link: https://zoom.us/test If you have any questions/concerns please call the clinic at : 604-675-XXXX	
Time	Feb 3, 2020 10:00 AM in Vancouver	

* Required information

First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Email Address *	Confirm Email Address *
<input type="text"/>	<input type="text"/>

Join a Meeting

You will receive an email from your healthcare provider with a unique meeting link, meeting ID and password.

Topic: Appointment with Dr. Smith
Time: May 1, 2020 11:00 AM Pacific Time (US and Canada)
COVID-19 is placing stress on Canada's public health system. In partnership with Virtual Health at Vancouver Coastal Health, we are offering video-based virtual visits using the ZOOM platform.

What you will need:

- Computer, or
- Charged smartphone/tablet
- Internet connection
- Private space for conversation
- If you have ever made a video call with Skype, FaceTime, or Google Duo then you are ready to go!

By having a virtual appointment you are committing to the following:

- To not share your meeting invite or information on social media
- if you are inviting someone to attend the meeting with you, it should be a direct family members or caregivers
- Do not record your conversation with your care provider
- Introduce yourself to your care provider by name, and mention if there is anyone else attending the meeting in person or joining by Zoom

Next steps:

- 1) Please review the patient notices <http://www.vch.ca/Documents/Virtual-visit-patient-notice-of-video-appointment.pdf>
- 2) Test your internet, audio and video connection at <https://zoom.us/test>; this will also direct you to download the appropriate tools for your visits.
- 3) If needed review the VCH website how-to guides – see <http://www.vch.ca/your-care/virtual-health>

On the day of the call. Please connect to ZOOM, a few minutes before the scheduled start time. The call will remain in the 'waiting room' until I am free to connect the call.

Join Zoom Meeting
<https://vancouvercoastalhealth.zoom.us/j/91288524842?pwd=Y2xyVGplUFpqcGpJUTUJXk05QlY3QT09>

Meeting ID: 912 8852 4842

Password: 946183

Meeting Link

Meeting ID

Meeting Password

One tap mobile
+17789072071,,91288524842# Canada
8557038985,,91288524842# Canada Toll-free

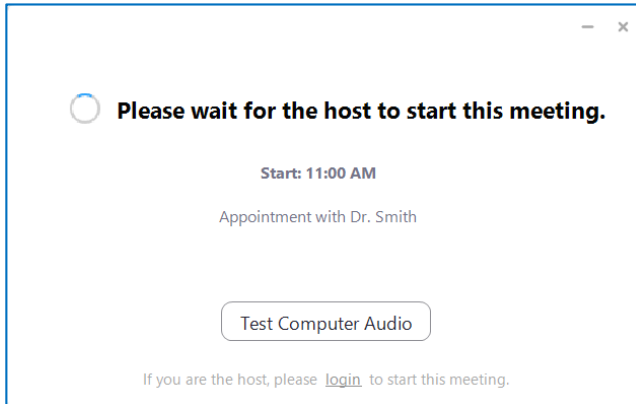
Dial by your location
+1 778 907 2071 Canada
855 703 8985 Canada Toll-free
Meeting ID: 912 8852 4842

Join by Computer

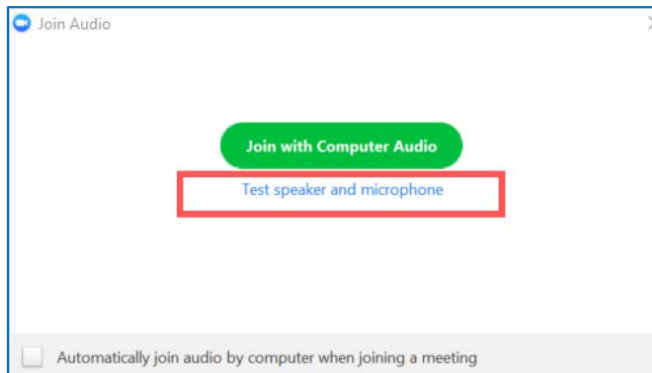
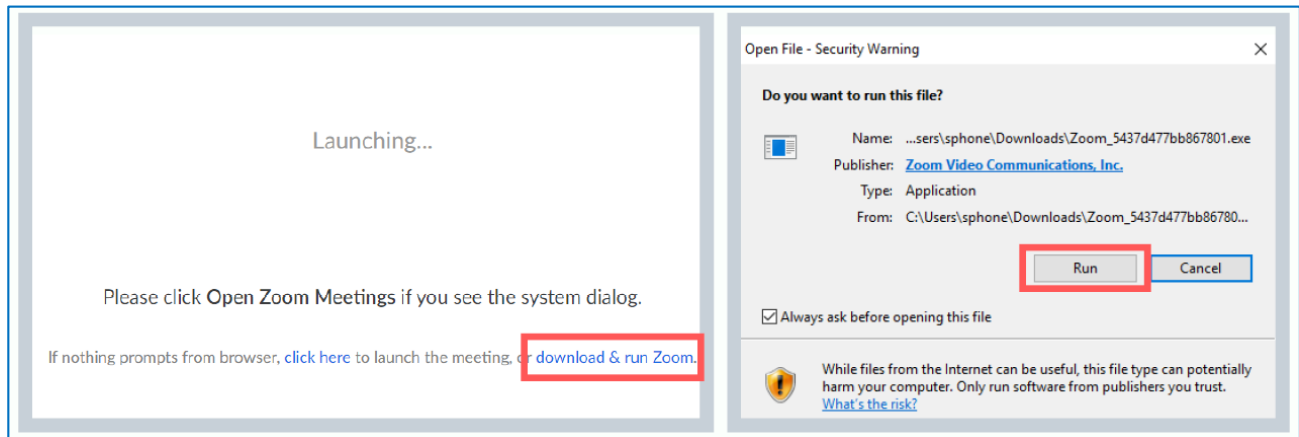
Option 1: Join by Computer using the meeting link

To join the meeting click the meeting link.

1. You will be directed to a virtual waiting room until your healthcare provider admits you into the meeting. Your screen will look similar to the image below.



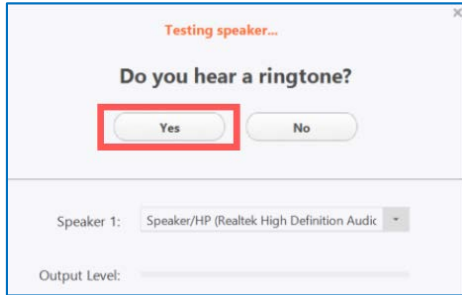
If this is your first Zoom meeting, you may be prompted to download and run the program.



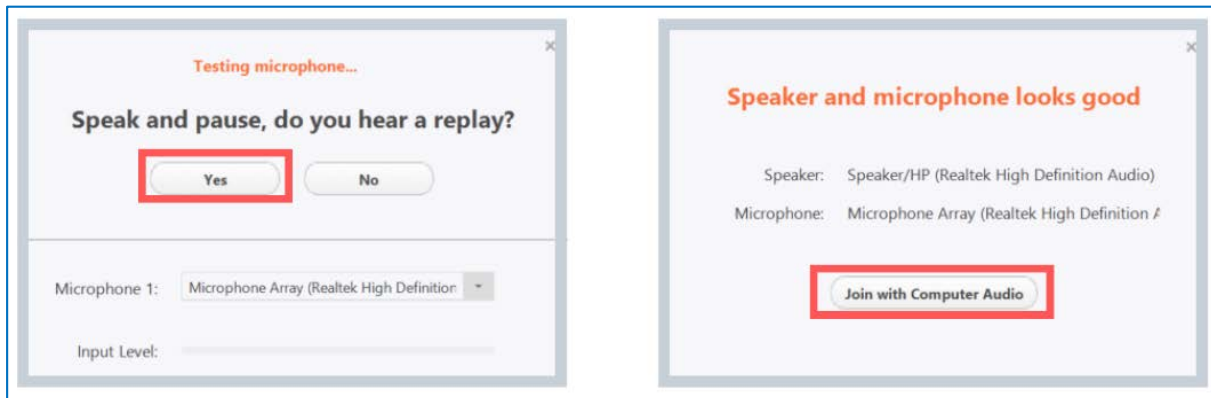
Select the **'Computer Audio'** tab and click **'Test speaker and microphone'**.

Note: if the speakers and microphone do not work for you, please skip to the 'Join by Phone' instructions

You will see a screen that asks if you hear a ringtone. Ensure that your volume is turned up. When you are able to hear the ringtone, click **'Yes'**.



You will see a screen that instructs you to speak. If you hear the replay, click **'Yes'**. You will now see a screen that confirms your speaker and microphone are set up. Click **'Join with Computer Audio'**.



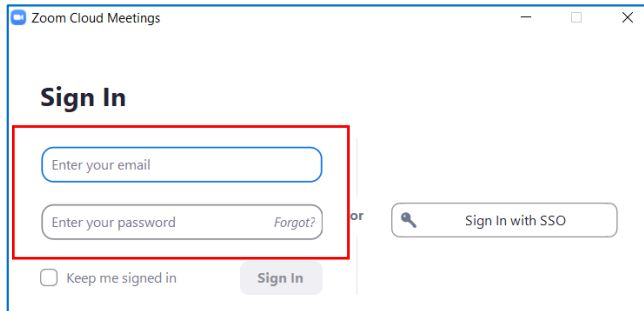
Once you have been admitted into the meeting, you will see some options on the toolbar. You can click **'unmute'** to speak or **'start video'** to turn your camera on.

*Note: if you are unable to get your computer speakers and microphone set up, or if the sound quality is not great, you can join the meeting by phone (refer to the 'to join by phone' instructions).

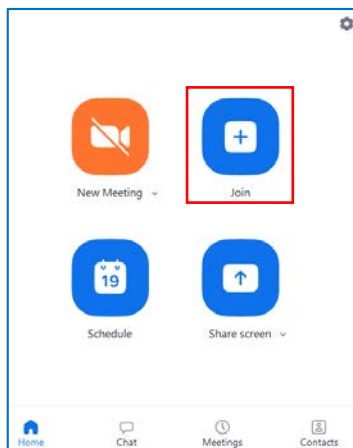


Option 2: Join by Computer using the desktop application

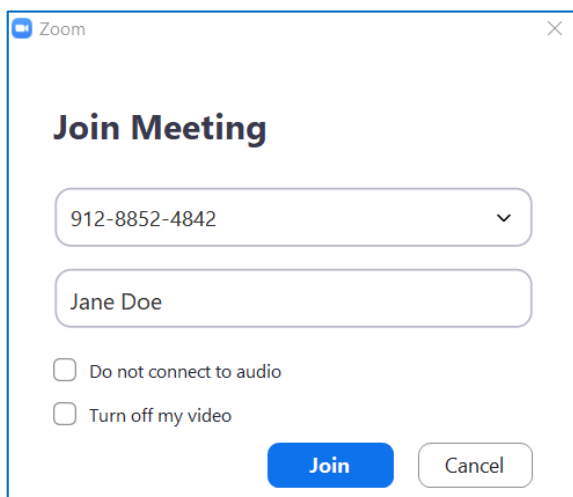
1. If you have Zoom downloaded on your computer and you have a Zoom account, you could join without the meeting link, as long as you have the meeting ID and password.
2. Open Zoom on your computer and sign in.



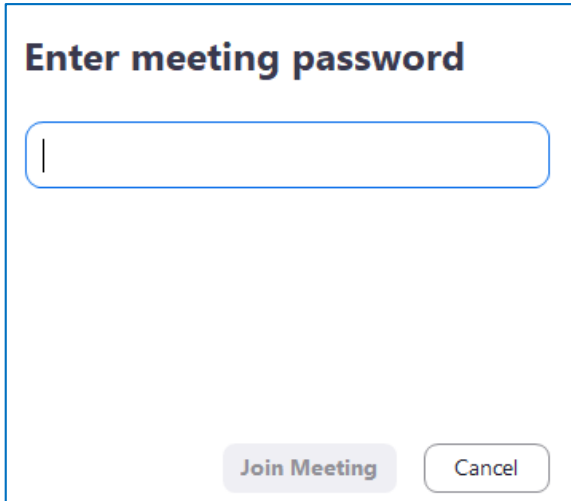
3. Click the 'Join' icon



4. Enter the meeting ID and your name. Ensure that you are connected to audio and video. Click 'Join'.

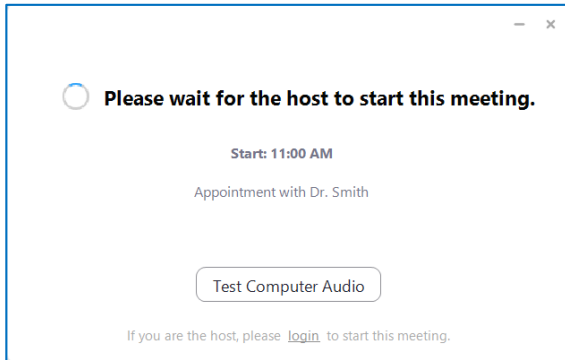


5. Enter the meeting password and click **'Join Meeting'**.



The screenshot shows a dialog box titled "Enter meeting password". It features a large, empty text input field for entering the password. At the bottom of the dialog, there are two buttons: "Join Meeting" and "Cancel".

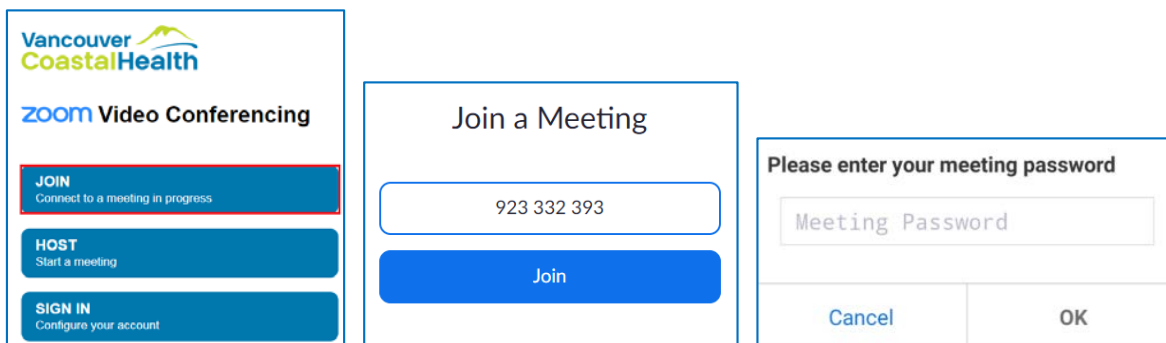
6. You will be directed to a virtual waiting room until your healthcare provider admits you into the meeting. Your screen will look similar to the image below.



The screenshot shows a virtual waiting room screen. At the top, it says "Please wait for the host to start this meeting." Below this, it indicates the start time "Start: 11:00 AM" and the meeting topic "Appointment with Dr. Smith". There is a "Test Computer Audio" button. At the bottom, a note says "If you are the host, please [login](#) to start this meeting."

Option 3: Join by Computer using the web browser

1. Visit www.vancouvercoastalhealth.zoom.us and click **'Join'**. Enter the meeting ID and click **'Join'**. You will be prompted to enter the meeting password. Click **'OK'**.



The first screenshot shows the Vancouver Coastal Health Zoom Video Conferencing interface with three main options: "JOIN" (Connect to a meeting in progress), "HOST" (Start a meeting), and "SIGN IN" (Configure your account). The "JOIN" button is highlighted with a red border.

The second screenshot shows the "Join a Meeting" dialog box with the meeting ID "923 332 393" entered in the input field and a "Join" button.

The third screenshot shows the "Please enter your meeting password" dialog box with "Meeting Password" entered in the input field and "Cancel" and "OK" buttons.

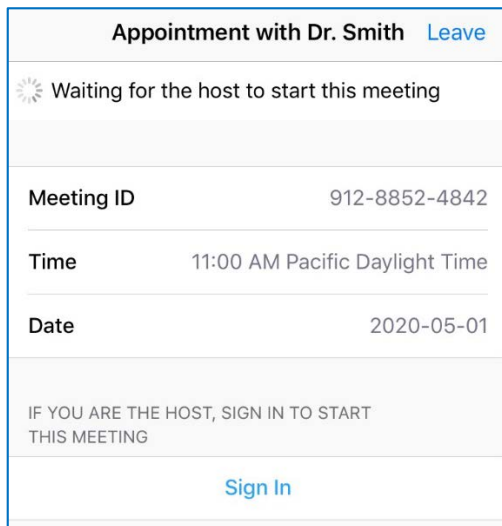
Join by Mobile Device (Smart Phone or Tablet)

Option 1: Join by Mobile Device using the meeting link

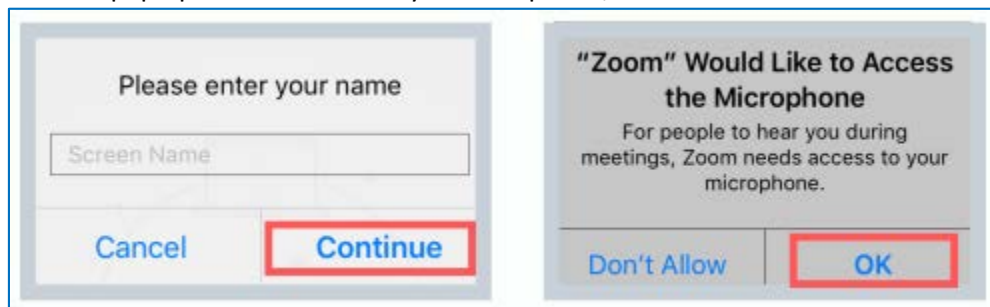
1. Download the free Zoom Cloud Meetings app onto your mobile device.



2. From the email that your healthcare provider sent you, click the meeting link.
3. You will be directed to a virtual waiting room until your healthcare provider admits you into the meeting. Your screen will look similar to the image below.



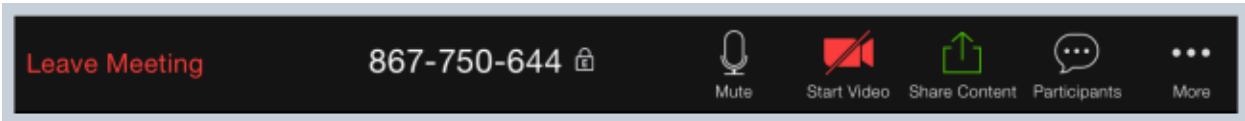
A pop up may appear asking you to enter your name. This name will appear on the healthcare provider's screen so that they are aware who has joined the meeting. Enter your name and click '**continue**'. Another pop up will ask to access you microphone, click '**OK**'.



You will see a screen that gives you options to join the meeting. Select '**Call using internet audio**'. You should now see a large image from the healthcare provider's camera in the middle of the screen, and a small image from your camera in the corner.



Touch the screen for the toolbar to appear. You can click **'unmute'** to speak or **'start video'** to turn your camera on. To leave the meeting, click the **'leave meeting'** button.



Option 2: Join by Mobile Device using the Zoom Cloud Meetings app.

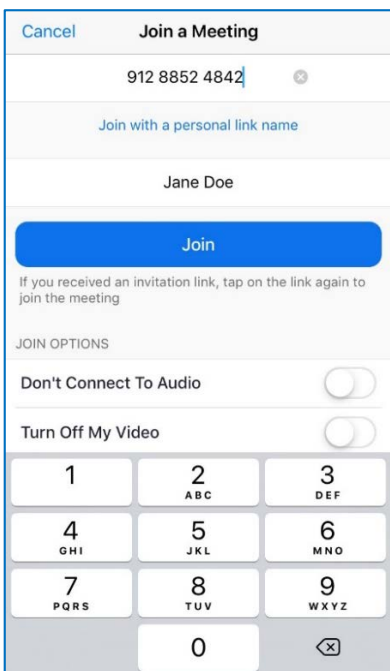
1. Download the free Zoom Cloud Meetings app onto your mobile device.



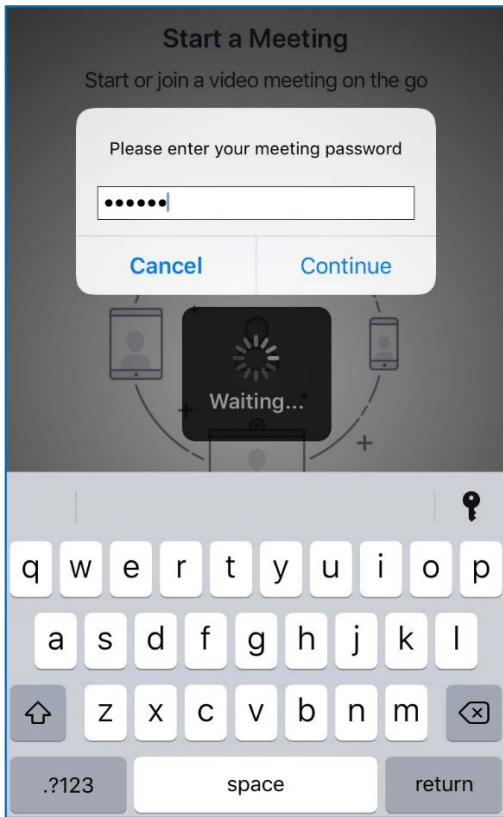
2. Open the app and click 'Join a Meeting'



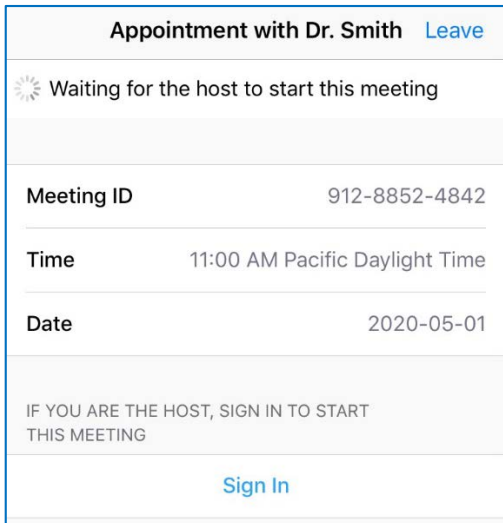
3. Enter the meeting ID and your name. Ensure that you are connected to audio and video. Click 'Join'.



4. Enter the meeting password and click 'Continue'.



5. You will be directed to a virtual waiting room until your healthcare provider admits you into the meeting. Your screen will look similar to the image below.



Option 5: Join by Phone (without video)

You can dial into the meeting by phone. The phone number can be found in the email from your healthcare provider.

1. Dial the phone number.
2. You will be prompted to enter the meeting ID.
3. You will be prompted to enter the meeting password.
4. You will be put on hold until your healthcare provider admits you into the meeting.

Topic: Appointment with Dr. Smith
Time: May 1, 2020 11:00 AM Pacific Time (US and Canada)
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- Do not record your conversation with your care provider
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- 3) If needed review the VCH website how-to guides – see <http://www.vch.ca/your-care/virtual-health>

On the day of the call. Please connect to ZOOM, a few minutes before the scheduled start time. The call will remain in the 'waiting room' until I am free to connect the call.

Join Zoom Meeting
<https://vancouvercoastalhealth.zoom.us/j/91288524842?pwd=Y2xyVGplUFpqcGpUTUJXK05lQlY3QT09>

Meeting ID: 912 8852 4842
Password: 946183

One tap mobile
+17789072071,,91288524842# Canada
8557038985,91288524842# Canada Toll-free

Dial by your location
+1 778 907 2071 Canada
855 703 8985 Canada Toll-free
Meeting ID: 912 8852 4842

RESOURCES

[Zoom Support](#)

- Getting Started
- Audio, Video, Sharing
- Meetings & Webinars
- Zoom Phone

Zoom Web Portal

- [Zoom FAQ](#)
- [Zoom Video Tutorials](#)
- Live Tutorials

