

COVID-19

INFORMATION UPDATE



April 27, 2020

To: iPad Site Contacts for Virtual Care Delivery
Chiefs of Staff, LTC Medical Leadership
From: IMIT Team
Re: Using Zoom on Deployed iPads for Virtual Care Delivery

Interior Health has deployed 200 iPads with the Zoom video communication tool to iPad site contacts in Long-term Care (including contracted partners), Acute Care, Community Emergency Departments and Tertiary Mental Health.

How should the iPads be used?

- The primary purpose for these iPads is for medical staff remote assessments/consults for patients/residents, to reduce physical contact for those vulnerable medical staff/patients/residents.
- When not being utilized for virtual care delivery, these iPads can be used to support remote patient/resident family visits.

Why Zoom?

The Zoom video communication tool has been selected by Interior Health for the delivery of virtual care and remote visits on these iPads. Zoom has been reviewed and endorsed for use in this context.

Our patients have an expectation that we are handling their sensitive data securely. Communication platforms endorsed for clinical communication are evaluated for the multitude of scenarios across the organization, and taking into consideration: our operational and network support capacity; ease of use, and compatibility with other devices, security standards, and BC Privacy laws.

Zoom is the only video communication application available on these iPads for virtual care delivery because it:

- adheres to privacy and security requirements;
- supports the use of shared iPads;
- is easy to use;
- meets the required video communication quality requirements; and
- supports all major mobile and computer platforms (Apple, Android etc.).

We want to ensure the best and safest patient care during the COVID-19 pandemic and the Zoom application minimizes privacy and security risk exposure across all platforms.

Technical Support

More information on using Zoom is available as follows:

- for IH staff at <http://insidenet.interiorhealth.ca/technology/clinTech/telehealth/Pages/default.aspx>
- for medical staff at <https://www.interiorhealth.ca/AboutUs/Physicians/Pages/Virtual-Care.aspx>
- for patients/residents/clients and their families at <https://www.interiorhealth.ca/YourCare/Pages/Virtual-Care-Services.aspx>

Why not use Face Time or WhatsApp?

These applications do not meet the criteria for virtual care delivery. The iPads deployed are shared devices with no associated phone number or AppleID. Face Time and WhatsApp require this; and, therefore, are not appropriate for our workflow with shared devices.

While the province has published a wider selection of communication tools that can be used at this time; there is an implied requirement that “after” the pandemic, the health authorities will need to revert to the tighter constraints for privacy and security. By using Zoom now, this rework will not be required for Interior Health and staff could continue to utilize the technology offered through Zoom into the future.