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## Overview

This document provides clinical and technical information and guidelines for using the Zoom application. It summarizes information from a variety of sources for your convenience. It will be updated as information evolves.

## Why use Virtual Care and Zoom?

Interior Health (IH) Virtual Care, enables clinicians to deliver health services, expertise and information in real time *over distance*, improving access and eliminating barriers to Client care across British Columbia and beyond.

In response to the COVID-19 pandemic, IH has purchased Zoom licenses to deploy to Health Care Professionals and staff for clinical appointments. Zoom software allows providers flexibility to connect with Clients virtually, such as in the home on devices that meets minimum hardware and software requirements. The IH-Zoom account ensures health grade encryption and security.

## How to Get an IH Zoom Account

Email [zoom@interiorhealth.ca](mailto:zoom@interiorhealth.ca) requesting an account, providing the following information:

- Full name and title
- IH email address (or call the Service Desk 1-855-242-1300 to get an IH email)
- Name of department/speciality

Once processed, you will receive an email with education resources and a link to set up your account.

## How to Schedule a Virtual Visit

You can create new meetings (ad-hoc) or scheduled meetings. Using the Zoom Application on a computer, you can access your Zoom account settings to assign a delegate who can schedule Zoom appointments on your behalf. This delegate needs their own Zoom account. The meeting invite is then copied and emailed to participants. The Zoom application also has the ability to phone a client and invite them to a phone meeting, but clients need to be warned that the call is a voice recording with a New York number.

For more information:

[IH Zoom Webinar Schedule](#)  
[Getting Started with Zoom](#)



New Meeting ▾



Schedule

## IH Zoom Frequently Asked Questions

Please see the [FAQ](#) for many answers including:

- Cost
- Licensing
- Access off the network
- Getting an IH email
- Billing codes.

# Guidelines for Using Zoom

These Zoom Guidelines are to be used by IH staff and physicians when communicating with Clients, family members, and representatives, as well as with other care providers or staff.

## Clinical Appropriateness

- Zoom should only be used for appropriate clinical scenarios, when the clinical interaction does not require physical examination or the application of peripheral diagnostic equipment. Appropriate scenarios will be defined by each clinical program area.
- Be aware that the different clinical specialties often have virtual versions of assessments and examinations.
- Encourage the Client to have a support person at the appointment to assist with:
  - the assessment. i.e. BGM or BP.
  - the Client history
  - retaining information
  - physical and mobility assistance

Provide the Client with the [Client Virtual Care Information](#) document or direct them to the [IH Virtual Care Services Webpage](#).

## Technical Questions for the Client

- Does your device have a camera, microphone, headphones?
  - Note: options include built-in, USB plug-in, or wireless Bluetooth speakers/microphone. Smart Phone can often have better cameras than Clients computers.
- Do you have an internet connection at home or data on your mobile device?
  - Note: Using internet for virtual visit could result in unexpected costs for the Client. When consenting to this type of care, it is recommended that they contact their internet or mobile service provider for information about their plan to determine any/all potential costs that they may incur.

## Initiating a Virtual Visit

The following information is gathered from the [PHSA Client and Care Team Digital Communication Policy](#), [IH Privacy, Policy & Risk Management Zoom](#), and [IH Email and Text Messaging Policy](#),

### Validate Client's Email

A clinician must validate a Client's email prior to sending out the Zoom Meeting invite to prevent the privacy breach of misdirected emails. This is accomplished by sending a test email and then have the Client

respond either over the phone, or to reply to your work email with an agreed upon code word. Client emails found in Meditech were already verified in the Patient Portal and do not require this validation step.

## ***Using Your IH Email***

For IH Staff and physicians, per IH [Email & Text Messaging](#) policy:

Email between Interior Health users and clients is permitted under the following stringent conditions:

- IH users involved in email communication with a client have reviewed the Staff Information Sheet (Appendix A), understand the restrictions and their responsibilities.
- email from IH users are only sent using their IH email account;
- email is used only for the purposes of:
  - scheduling appointments;
  - providing links to publicly available websites;
  - providing general information.
- if there is a need to communicate personal health information or records via email the information must be appropriately severed and encrypted.

Please refer to the [IH Email & Texting Policy](#) for and External Disclaimer to put on your email Signature.

If you do not want the Client knowing your full name, you (or your manager for your whole worksite) can request through the Service Desk access to the DoNotReply@interiorhealth.ca email address. This gives you Send As access to send emails from the DoNotReply@interiorhealth.ca address, not the ability to view the inbox.

## ***Obtain Verbal Consent***

You need to obtain verbal consent for the virtual visit and record it in the chart. Notify the Client of the risks of using Zoom prior to any video conference communication. Limit Zoom communications to information necessary for the effective provision of care within a videoconferencing environment.

- You can provide the Client with the [Client Virtual Visit Information](#) document
- If you wish to use a Notification Form, see [The Client and Care Team Digital Communication Policy](#) Appendix 1.
- An example of what a Clinician can say to obtain Client Consent can be found at the [Doctors of Technology Office](#) Quick Start Guide on page 4.

## **Security, Privacy, and Confidentiality**

IH Zoom for Healthcare is different from the public Zoom application. Many security issues are eliminated by using the IH Zoom application or by following the below practices:

- [IH Zoom for Healthcare Security Best Practices Infographic](#).
- Clinical sessions should be held in a confidential and private setting (i.e. a door that closes).

- In the event of screen sharing, ensure all non-related Client records, programs and files are closed prior to initiating call; ensure email alerts disabled or Outlook is closed.
- Document any clinically significant information in the Client’s chart, as you would in a face-to-face or other Telehealth consultation.
- The recording option has been turned off in IH Zoom. In cases where video recording is necessary, contact the Privacy Office for a privacy review. Be advised, a Client might record sessions using other technologies without notifying the clinician.
- Report any actual or potential privacy breaches associated with Zoom to the IH Information Privacy Office: [Report a Privacy Breach](#) or if outside the IH Network [IHPrivacy@interiorhealth.ca](mailto:IHPrivacy@interiorhealth.ca)

## Webisode Manner and Etiquette

- Introduce your self and all participants
- Clinicians are to introduce themselves by Name, Occupation, and Department.
- Client/family members and anyone else present should be introduced
- Look towards the camera. This feels like eye contact for the person on the other side of the appointment
- Try not to look at your own picture on the screen
- Speak clearly and slowly.
- Take turns speaking
- Nonverbal cues are important for engagement
  - e.g. nodding your head
- Watch your posture. No slouching over the computer
- Dress as you would when normally going to work
- Minimize distracting activity. i.e don’t drink coffee
- Limit activity if appearing choppy on the participant’s screen
- If you’re looking down at something explain what you’re looking at

## Downtime Procedures

Downtime procedures need to be developed by each clinical program. Example: use the telephone after 2 minutes of troubleshooting.

# Contact & Support Information

## Clinician/Staff Support

- Email [zoom@interiorhealth.ca](mailto:zoom@interiorhealth.ca) or [Telehealth@interiorhealth.ca](mailto:Telehealth@interiorhealth.ca)
- Call IH Telehealth & Virtual Care Services at 1-855-870-4755

- [Virtual Care Services Webpage \(External\)](#)
- [Telehealth & Virtual Care Webpage \(InsideNet\)](#)

## Troubleshooting with Zoom Help Center

- Ensure you have a reliable internet network connection
  - 600 kbps for high quality video, and 1.2 Mbps for high definition video – *these vary slightly higher for group calling*
- [Minimum system requirements](#)
- [Minimum mobile device and tablet requirements](#)
- [Frequently Asked Zoom Questions](#)
- [Audio is not working on mobile device](#)
- [Echo caused by participant](#)
- [Video camera not working](#)
- If needed, contact Zoom Customer Support with your Zoom Meeting ID
  - US: 1-888-799-9666, ext 2

## References

- [British Columbia College of Nursing Professionals Telehealth Practice Standard](#)
- [College of Physicians and Surgeons of British Columbia Telemedicine Practice Standard](#)
- [IH Email & Texting Policy](#)
- [IH Privacy, Policy & Risk Management Zoom](#)
- [IH Zoom for Healthcare Security Best Practices Infographic](#)
- [PHSA Virtual Health Toolkit](#)
- [Telehealth Clinical Guidelines](#)
- [The Client and Care Team Digital Communication Policy](#)
- [The Doctor of BC Virtual Toolkit](#)