

DOCTORS TECHNOLOGY OFFICE

Registering for a PHSA ZOOM for Healthcare Account

Thank you for contacting DTO to request a ZOOM for Healthcare License. In partnership with PHSA, DTO is now able to offer these licenses to Family Physicians, Specialists, and Nurse Practitioners working in private practice who have not yet received a license through their Health Authority.

To Request a ZOOM for Healthcare Account

If you are a community provider (GP, NP or specialist) working in private practice and would like a ZOOM for Healthcare account, visit this link to submit the request form: <https://bcvh-zoom.phsa.ca>.

NOTE: The online form works best in Google Chrome rather than Internet Explorer. Once your ZOOM for Healthcare account is ready, you will receive an account activation email. Please activate your account promptly. Please always use your ZOOM for Healthcare account to connect with patients; the *ZOOM Basic* version should NOT be used for discussing private patient information.

What to Expect During the Activation Process

1. Once you submit your registration, the Office of Virtual Health will work to process your request within 24-48 hours (times may vary based on volume). If you do not receive an email within this time period, contact officeofvirtualhealth@phsa.ca to check on the status of your application.
2. Once your registration has been approved, you will receive 2 emails:
 - a. An Intro to ZOOM for Healthcare email from PHSA Administrator Nicholas Milton, which outlines the activation process & how to access ZOOM for Healthcare resources.
 - b. An automated email from ZOOM asking you to approve the Office of Virtual Health account activation. Click **Approve**.
3. After you approve your account activation, you will receive one of the following:
 - a. **If you previously signed up for a basic or professional ZOOM license, you** will be invited to switch to the PHSA ZOOM for Healthcare version. The prompt will ask you to acknowledge that security and privacy settings may be different than the previous version. NOTE: This is required to ensure compliance with Canadian privacy legislation and to protect private patient information. Once transitioned, you should no longer be charged for your ZOOM account.
 - b. **If you have not previously signed up for ZOOM, you** will receive an email asking you to verify your email address.
4. Once you complete step 3, you will be asked to acknowledge data privacy & usage disclaimers. PHSA has taken steps to reinforce the security of private patient data while using ZOOM for Healthcare
5. Once you receive confirmation of activation, you can log in either via the mobile app, desktop application or web version with your username and password.

Virtual Care Support

- [DTO Virtual Care Resources](#) - To help clinics quickly ramp up with virtual care, DTO will regularly be publishing/updating new resources. Check back to our [website](#) regularly most recent resources.
- [Virtual Care Support Network](#) - DTO and PSP are mobilizing a network of physicians and MOAs as well as the Practice Support Program (PSP) Regional Support Team members to provide clinics with coaching services to implement virtual care in their practice. For more info or to request one-on-one support from a PSP regional support team coach or peer mentor, email DTOinfo@doctorsofbc.ca.

- [DTO Frequently Asked Questions for Physicians & MOAs](#) - This document compiles the most frequently asked questions related to virtual care, including specific ZOOM for Healthcare resources. Check back as this document is continuously updated based on the latest info available.

ZOOM Security: What You Need to Know

Recent security concerns raised in media are mainly related to the basic 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 security measures have been put in place to make appointments and patients' personal information even safer.

For more details on how PHSA is working to ensure your security and privacy, read [this update](#) from OVH and the IMITS Digital Health team.

Frequently Asked Questions

Find answers to your most common inquiries via the ZOOM for Healthcare sections of the [DTO Frequently Asked Questions \(FAQ\) for Physicians & MOAs](#).

Please check back regularly as this resource is frequently updated as more information becomes available.

For more information, guidance, or support please contact:

Doctors Technology Office

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🌐 www.doctorsofbc.ca/doctors-technology-office