

PATIENT GUIDE TO VIRTUAL CARE

Responding to COVID-19

What is a virtual care appointment?

A virtual care appointment helps you meet with your health-care professional through a private video appointment. This service is being offered during the COVID-19 pandemic to support you in staying home and physical distancing, while still receiving the necessary medical care.

Your health-care provider will be using Zoom for Healthcare. It is a secure web-based service that can be used on your computer, smartphone, or tablet. You will be able to see, hear and talk with your health-care professional from a private location of your choice.

What do you need?

- Smartphone/Tablet & free Zoom App (download from Google Play or Apple App Store) or
- Computer/Laptop (with webcam/microphone)
- Internet Browser with High-speed Internet or 4G LTE connection

Instructions on how to install the application are below.

If you are not using Wi-fi, you are responsible for any charges related to data usage. Video streams can require significant data.

What are the benefits of a virtual visit?

This service is being offered during the COVID-19 pandemic to support you in staying home, physical distancing or if you are in self-isolation. If you wish, a family member or friend may also join you at your location to be part of the appointment.

Why doesn't my doctor/nurse practitioner need to see me in person?

Not all care is appropriate to do by video or phone. If your appointment has been made for video/phone it means your health-care provider feels they can provide you with safe and quality care. If after you meet, your health-care professional feels an in-person appointment is required, he/she will tell you. If the care is not appropriate over the phone/video, your health-care providers continue to make themselves available in-person for your health-care needs. If you are not comfortable with this option, you can request an in-person meeting. It is your choice.

What are the possible risks of a virtual visit?

As with any technology, there is a potential risk for equipment failure. If this occurs, you and your health care provider will talk about other options, such as:

- Continuing the appointment by telephone;
- Rescheduling the virtual visit to a later date; or
- Scheduling an in-person appointment.
- While all efforts are made to protect your privacy, there are some risks, including:
 - Confidential conversations being overheard
 - Someone unintentionally joining the call

If you or your health-care provider feel the virtual visit is not meeting your needs, the appointment can end and other arrangements will be made. At any time, you can choose not to have a virtual visit.

What should I do before the call?

Prepare for your appointment as you would an in-person meeting to be ready to talk about your health-care needs. Download the free application Zoom to become familiar with it and test the sound and video. See step-by-step instructions below.

What about my privacy?

Health PEI and your health-care provider are committed to protecting the privacy of your personal health information by following the Health Information Act. In rare instances, health and security protocols could fail, causing a breach of privacy of personal health information. Examples include:

- Confidential conversations could be unintentionally overheard.
- A wrong attendee unintentionally joins or is invited to your virtual visit.

You are responsible to choose a private place for your virtual visit. If you do not feel your provider is in a secure location you can ask for the visit to stop. If you have a shared email account you may wish to provide an alternate email to receive your virtual visit invitation.

If you have any questions about privacy, please visit [Privacy and Your Personal Health Information](#) or contact us at healthprivacy@ihis.org.

Technical Guide for Using Zoom for Healthcare


Two-steps:

1. Download the App on the device you will be using (see instructions for each device)
2. Test to see if the application is working (sound and audio)

Download the App on Mobile Device – Zoom Cloud Meetings


Decide which device you will be using for your appointment.

If you are using iPhone or iPad

1. Open the **Apple Store**
2. Click the **Search icon**  (magnifying glass)
3. Type **Zoom** in the search field
4. Click **Get** next to ZOOM Cloud Meetings
5. Click **Install** to download the App. *Note: You will be prompted to enter your Apple ID here*
6. Once the download is complete (this could take a while, depending on your internet speed), click **Open**
7. Click **Sign-up** to create an account with Zoom (if you have not done so already)
8. Complete the **name** and **e-mail** fields (you may be asked to verify your date of birth to confirm you are over the age of 16). A confirmation e-mail will be sent to your e-mail account.
9. Open the e-mail and click the **Activate Account** button to verify your e-mail account.
10. An e-mail browser will open and prompt you to **create a password** for your Zoom account to complete your sign-up

If you are using Android (i.e. Samsung, LG, Nokia)

Note: Before beginning, you should have your Google username and password near. Depending on your mobile/tablet configuration, you may be required to enter them during the install.

1. Navigate to the **Google Play** App on your phone 
2. Ensure you are searching for Apps by selecting **Apps** at the bottom of the screen
3. In the search box, type **Zoom**
4. Select the app **Zoom Cloud Meetings** and click **Install**
5. The download will take approximately 30 seconds. You will be able to see the install progress and when complete, the app will say **Installed**. (this could take a while, depending on your internet speed)
6. Select **Open**.
7. You can then choose to **Sign In** or if you are a first time user, **Sign Up**.
8. When signing up for a new account you will be asked to **verify your date of birth**
9. Enter an **email, first name, and last name**. Review and agree to the terms, select **Next**.
10. A verification email will be sent to the entered email address

11. From the email, click **Activate Account**
12. You will be directed to Zoom to **enter a password**.
13. Invite your colleagues, you can skip this step.
14. Open the Zoom app and Sign In

Download the Zoom Client Desktop Application

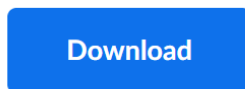
Note: You can download the Zoom Desktop Client for [Mac](#), [Windows](#), [ChromeOS](#), and [Linux](#), as well as the Zoom Mobile App for [iOS](#) and [Android](#) from our Downloads page.

Windows

1. Enter <https://zoom.us/download>
2. Click **Download Zoom Client**
3. Click the **Download** button for *Zoom Client for Meetings*

Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.



Version 4.6.10 (20033.0407)

4. On the bottom of your screen click on the download ZoomInstaller.exe
5. The Zoom desktop app will open.

Note: If it does not click on Start > and locate Zoom on the start button

MAC

1. Navigate to <https://zoom.us/download>
2. Click the blue **Download** button below "Zoom Client for Meetings." This is the basic Zoom app for Mac computers.
3. Depending on your browser settings, this will open a pop-up confirming that you want to allow downloads from the website. Click "Allow" if prompted.
4. This will immediately begin the download. Click in your downloads spot, which on Safari and Google Chrome is found in the top-right corner.
5. Double click to open the download.
6. This will kickstart the installation process. Click "Continue" on the "Install Zoom" pop-up on your desktop. Click "Continue" again if prompted
7. Zoom should finish downloading fairly quickly. You should now be face-to-face with the login screen. Enter a Meeting ID to join an ongoing meeting, or sign in or sign up at this time.

Perform a Zoom Test

1. Zoom offers a test meeting to verify your device (computer, laptop, or phone) will successfully work in a Zoom meeting
2. Visit <https://Zoom.us/test>
3. Follow the prompts to test your microphone and speaker settings.
Note: If you are using your phone to complete the test, Zoom may request permission to use your phone camera, location and microphone.

Joining a Meeting

Desktop Application

1. Open the Zoom desktop client.
2. Sign in to Zoom then click **Join**.
3. Enter the **meeting ID** number and your display name.
 - If you are signed in, change your name if you do not want your default name to appear.
4. Enter the password if required
5. Select if you would like to connect audio and/or video and click **Join**.

Browser Application

1. Open **Google Chrome** (*recommended browser by Zoom*).
2. Go to **join.zoom.us**.
3. Enter your **meeting ID** provided by the host/organizer.
4. Enter the password if required
5. Click **Join**. If this is your first time joining from Google Chrome, you will be asked to open the Zoom client to join the meeting.
 - You can check **Always open these types of links in the associated app** to skip this step in the future.
 - Click **Open Zoom Meetings** (PC) or **Open zoom.us** (Mac).

Mobile Application

1. Open the Zoom mobile app.
2. Sign in to Zoom then tap **Join**.
3. Enter the **meeting ID** number and your display name.
4. If you are signed in, change your name if you do not want your default name to appear.
5. Select if you would like to connect audio and/or video and tap **Join Meeting**.

Email

1. Click the join link in your email or calendar invitation.
2. Depending on your default web browser, you may be prompted to open Zoom.