

ZOOM HEALTHCARE FREQUENTLY ASKED QUESTIONS

Is Zoom for Healthcare a secure option for providing patient care?

While there are always some cybersecurity risks with using online platforms, Zoom for Healthcare was selected because it offered multiple security features to help ensure patient care is provided in a secure way. Some of those features include:

- compliance with our privacy laws, none of your account data is stored outside Canada;
- use of mandatory passwords for each appointment;
- encryption;
- use of virtual waiting room to avoid unauthorized visits; and
- disabled the ability to record a patient encounter.

The Zoom for Healthcare platform offers additional security features not available on the basic Zoom platform.

Working directly with Zoom, ITSS is continuously evaluating the software configurations and best practices to ensure secure virtual health visits.

Health-care providers using a device not provided by Health PEI, should also:

- ensure your computer's built-in security software is up to date (and regularly updated); and,
- install an anti-virus program and make sure it updates regularly.

Health-care providers are also reminded it is their responsibility to make every effort to protect the privacy of patient information. If you have any concerns, please email VirtualCare@ihis.org.

Am I eligible for a government purchased Zoom for Health Care licence?

The following groups of health-care workers are eligible to apply for a Zoom for Healthcare licence:

- Community-based physicians and nurse practitioners
- Mental health and addictions
- Long-term care and home care
- Primary care programs

Note: Administrative staff of the above health-care workers, may also receive a licence, however, they must be named in the application put forward by the health-care worker. They cannot submit an application independently. On the registration form, the primary health-care provider must select the category that identifies him/him the best and then within the application process he/she may identify support staff who also require a licence.

I don't have a webcam or microphone. Is this needed, and if so, how can I get it?

To use Zoom for Healthcare you are required to have a webcam and microphone. (See full [hardware requirements](#)). If you are an employee with Health PEI, email virtualcare@ihis.org to request the necessary hardware. If you are not a Health PEI employee, it is your responsibility to secure your own hardware.

Do I have to use the same device with my Zoom for Healthcare licence, I may wish to use both my equipment at my office and my device at home?

While you are required to download the application on each device you use, the one licence will allow you to use Zoom of Healthcare on multiple devices.

Can I, or my staff, use this licence for other personal videoconferencing needs as well?

No. This is a government purchased licence for the sole purpose of health care use. You may use it to host staff meetings, for example, but it should not be used for any other purpose than supporting your practice and providing patient care. You may wish to download the basic Zoom account for personal use; however, you can only have one email address attached to an account. If you use the same address provided for Zoom for Healthcare, it will replace your Zoom for Healthcare account.

I need technical support and training.

We do not provide real-time technical support and trouble shooting. We have, however, prepared resources to support you in using Zoom, including a step-by-step [Technical Guide for Zoom for Healthcare](#). Zoom also offers a number of [training videos](#). If those resources do not answer your question, please email virtualcare@ihis.org. You may wish to provide your patient with a back-up telephone number to proceed with appointment, should the technology not perform as expected.

Can my administrative staff have access to Zoom to support scheduling?

Yes. When completing the registration form complete the section for support staff. The form has been updated to allow more than one support staff. However, licences are limited, so please only register those who will use Zoom. **Administrative staff can not apply for the licence independently**; it must be part of the health-care providers application. If support staff have been missed in the initial registration, health-care providers should email virtualcare@ihis.org with their request.

How long will it take for me to get a licence after I apply?

Every effort is being made to issue your licence within two business days of you submitting your application. Complete and accurate applications will support the speed of which your licence is processed. When providing a contact number, please ensure it is a number that allows us to reach you directly should we need to validate your information.

How long will I have this licence?

This videoconferencing solution is intended to support care during the COVID-19 pandemic.

What can I expect, when I apply for my licence?

Once you submit your application:

1. Your application is reviewed for eligibility. At this point you will receive a confirmation number. Please save this number as it may be required as reference. If you did not receive a confirmation number, your application was not submitted.
2. After submitting your application you may be contacted to authenticate your application; not all applicants are contacted. Please double check that you have provided the correct billing number (if applicable) to help expedite the validation process.
3. You will receive a message of approval from virtualcare@ihis.org along with links to guidelines that should support you with the transition to virtual care. If you do not meet the current eligibility you will be notified that you are added to a waitlist.
4. You will receive an invitation from Zoom to activate your account. You have 30 days to activate your account at which point the link will expire.

What should I do if I click the Approve the Request button in the activation email from Zoom and get the message that the link has expired?

If 30 days have passed since you received the activation email from Zoom, your request was automatically deleted. Go to the Staff Resource Centre <https://src.healthpei.ca/virtual-care> and click the **Register Now** button to request a license for the Zoom for Healthcare account.

If less than 30 days have passed since receiving the activation email from Zoom, it's most likely the second time you've clicked the **Approve the Request** button. Your licence has most likely been successfully activated! If you do not know your password, go to [Zoom.us/forgot_password](https://zoom.us/forgot_password) and reset your password using the email that was submitted on your registration.

PROVIDING CARE USING ZOOM

I have heard I must obtain consent each time I see I patient using Zoom. Is this true?

Yes. At the beginning of each appointment, you must receive and document verbal consent for video conference use.

What is the process for obtaining consent for my patients/clients, under the age of 16, to use ZOOM?

You are required to obtain verbal consent to use Zoom as a platform for each appointment, no matter the age. For patients under 16, you may obtain consent to use the platform from the same individuals that would consent to use the service. For example, consent from both the client and the guardian or just the client (if they are permitted to use the service without a guardian's consent). Document receipt of verbal consent within the appointment documentation.

Can patients/clients under the age of 16 sign-up for a Zoom account?

No. Zoom does not permit accounts for anyone under the age of 16.

Can I use Zoom with patients/ clients under the age of 16 if they can't sign-up for an account?

Yes. If consent to use the platform has been obtained through the normal channels for providing care, clients under the age of 16 can join a meeting, *as a participant, without creating a Zoom account*. After clicking the link in the email invitation, the client (or guardian) may be required to enter the unique meeting ID and password to join each meeting.

Can a patient/client (or myself) record a meeting using ZOOM?

No. The Zoom for Healthcare platform has the recording function disabled. However, it does not prevent an outside source from recording (i.e. through their smartphone or using their personal recording tools). You may wish to ask your patient if they are recording the session.

Can I use a phone line to provide care via Zoom for Healthcare rather than video?

Our Zoom for Healthcare solution was designed to provide health-care workers with an option to provide virtual care by videoconference. It was not intended to replace telephone-based services. It is recommended you use the telephone service you used before introducing Zoom for Healthcare for your telephone-based patient-care needs. The phone dial-in option has been disabled, partially to help ensure patients do not incur long-distance phone charges.

Can I share files with my patient/client using the ZOOM platform?

No. File sharing using Zoom has been disabled until a further risk assessment on using this method to share confidential or patient sensitive information can be performed. Please use approved methods outside of Zoom to share a file with your client.

Will the client be able to see my email address when I send the Zoom email invitation?

Yes. After scheduling the appointment in ZOOM, you must then send an email invitation, with the meeting details, directly from an email account. It is recommended that you use a work email account (@ihis.org or @gov.pe.ca) to email your client the invitation. If you do not have a work email address, discuss the option of using a generic email address with your manager. Do not include any patient identifiers or health information within the email invitation for Zoom. The email address you use to register for Zoom does not have to be the same email address you use to send out appointment invitations.

Can I share my screen with my client?

Yes. Zoom has the capability to share your screen with your client. Use caution that your screen does not have any other patient information or identifiers before sharing your screen.

Can I invite another participant or clinician to join a meeting?

Yes. You have multiple options to accomplish this.

1. You can invite another person to a meeting by including their email address with the original email invite to your client; or
2. Copying the meeting details from your Zoom appointment (from your Zoom Schedule) and sending the invite to the new participant via an email invitation; or
3. Request the client forward the email invite to the additional participant.