



# Virtual Care using Zoom for Healthcare

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# Agenda

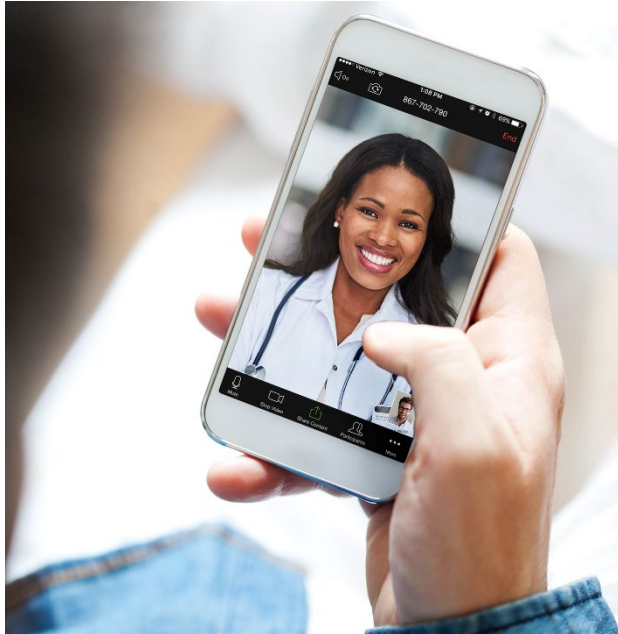
- What is Zoom for Healthcare?
- How is Zoom for Healthcare Secure?
- How can Healthcare Providers (HCPs) use it?
- How will Patients or Clients be able to use it?
- Privacy and Security Considerations
- Are Virtual Visits Appropriate for Everyone?
- Which HCPs may be using Zoom for Healthcare?
- Deployment Questions?
- General Questions?

# What is Zoom for Healthcare?

- A secure, HIPAA and PIPEDA/PHIPA compliant, video-conferencing solution that offers healthcare providers (HCPs) a simple, easy-to-use solution to virtually visit with patients or clients.
- Offers secure features such as:
  - encryption for all meetings,
  - role-based user security,
  - password protection,
  - waiting rooms, and
  - place attendee on hold.
- Allows for streamlined scheduling and starting of meetings through your normal calendar programs.



# How is Zoom for Healthcare secure?



GNB's agreement with Zoom restricts Zoom to only processing personal information (PI) and Personal Health Information (PHI) for purposes strictly required to deliver the services;

HCPs will use a GNB-managed Zoom platform set to "Healthcare Mode", which further limits access to PHI by Zoom;

Restrictions have been implemented to disable features like recording, copying chat text between meeting participants, sharing files between participants and other restricted features.

Settings to increase security have been implemented such as unique meeting passwords, waiting rooms, lock meetings once all participants are present.

# How can HCPs use Zoom for Healthcare?



Schedule, send invitations and start meetings through your normal calendar program.



Administrative assistants can schedule on your behalf.



Host video and audio enabled meetings with controls managed by each participant.



Real-time screen sharing, controlled by the Host, for any participant to use.



Secure chat, controlled by the Host, for messaging between all participants, Host and a participant, Host only.



Use a device with a webcam and microphone: desktop or laptop computers; mobile devices such as smartphones and tablets, compatible with iOS or Android.

# How will Patients or Clients be able to use Zoom for Healthcare?

- Must have a high-speed internet connection, email account, and a computer (with a webcam, speaker, and microphone) or a mobile device (tablet or smart phone).
- Will receive an email invitation that contains:
  - Date and time of the virtual appointment
  - A link to do a test run
  - A link to join your virtual visit
  - A link to access help information
- On a computer, use Google Chrome browser for optimal performance; on a mobile device, download a free Zoom app from the Google Play Store or Apple App Store.
- At the appointment time, click the **Join Zoom Meeting** link, join with audio and start video. Patients will be placed in a virtual waiting room until the HCP is ready to meet and permits entry.



# Privacy and Security Considerations

- HCPs are responsible at all times for the following:
  - understanding and complying with requirements under the Personal Health Information Privacy and Access Act (PHIPAA), the Right to Information and Protection of Privacy Act (RTIPPA), as well as any applicable college, association or regulatory requirements specific to the provider's profession; and
  - continuing to meet the professional and ethical requirements that apply to in-person delivery of care.
- Obtain informed verbal consent from the client (or their substitute decision-maker, if applicable) for the use of videoconferencing for virtual care.
- Document the decision about whether to use virtual care in the client's health record.
- Hold virtual care sessions in an environment that is professional and private.
- Follow existing policies and procedures for reporting any privacy or security incidents that may occur when providing virtual care.

# Are Virtual Visits Appropriate for Everyone?

- Consider the client and exercise professional judgment to decide whether they are a candidate for virtual care, including, for example, whether the client has the required technology (e.g., computer, mobile device), and is able to use it.
- Ensure that the client can comply with privacy protocols such as:
  - not recording the session by some other means (e.g., mobile phone, voice recorder, etc.);
  - not sharing session IDs, passwords, invitation links or any other information about the session on social media or elsewhere;
  - not using a public Wi-Fi connection; and
  - Access to a location that is private and does not allow for the visit to be seen or heard by unauthorized participants.



# Which HCPs are using Zoom for Healthcare?

- Horizon Health Network (HHN) Addictions and Mental Health
- Vitalité Health Network (VHN) Addictions and Mental Health
- Extra-Mural Program

## Which HCPs may use Zoom for Healthcare?

- Family Physicians
- Medical Specialty Physicians
- Nurse Practitioners
- Psychologists
- Licensed Counselling Therapists
- Pharmacists
- Physiotherapists
- Occupational Therapists
- Social Workers
- Respiratory Therapists
- Speech Language Pathologists & Audiologists
- Dietitians

**Public or Private Sector**