

# ZOOM FOR HEALTHCARE REGISTRATION & RESOURCES

## Request an Account with PHSA

In partnership with PHSA, DTO is now able to offer free ZOOM FOR HEALTHCARE licenses to Family Physicians, Specialists, and Nurse Practitioners working in private practice who have not yet received a license through their Health Authority.

Visit this link to submit the request form: <https://bcvh-zoom.phsa.ca>.

### What to expect during the activation process

1. 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](mailto: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.

#### NOTE

Please activate your account promptly and always use your ZOOM for Healthcare account to connect with patients; the ZOOM Basic version should NOT be used for discussing private patient information.

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. See [this update](#) for more details on PHSA security settings.
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.

## Zoom for Healthcare Resources and Templates

### Support for physicians & clinical staff

- For **workflow support** contact [DTOinfo@doctorsofbc.ca](mailto:DTOinfo@doctorsofbc.ca)
- For **technical support** contact [OVHZoomSupport@phsa.ca](mailto:OVHZoomSupport@phsa.ca)
- For **video tutorials and webinar recordings** see [playlist](#) published on the [DTO YouTube Channel](#)
- For the **visit invitation template** see [Patient invitation for video visits](#)

### Support for patients

- Patients are invited to call the **Patient Virtual Healthcare Tech Support** line at 1-844-442-4433 for technical support from Monday – Friday, 7:00am – 7:00pm and Saturday, 10:00am – 2:00pm.
- For **patient resources and handouts**, see [Virtual Care Toolkit for Your Practice](#): Step 6 Informing patients about virtual care visits.