

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 (FP, 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.

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.

Zoom for Healthcare Resources & Templates

- **ZOOM for Healthcare Support – Physicians & clinical staff** are invited to contact DTOinfo@doctorsofbc.ca for workflow support, and OVHZoomSupport@phsa.ca for technical support.
- **ZOOM for Healthcare Support – Patients** are invited to call the Citizen Support Desk 1-844-442-4433 for technical support from Monday – Friday, 7:00am – 5:00pm.
- **DTO Virtual Care Learning Series** – DTO has published short Zoom for Healthcare Video Tutorials to demonstrate how clinics can use Zoom in their clinical workflow. See the [DTO YouTube Channel](#).
- **Virtual Care FAQ for Physicians and MOAs** – This FAQ is regularly updated with the most current information, including details about the Zoom license registration process, privacy & security and more.
- **Zoom for Healthcare Patient Handouts**: These document templates can be shared directly with patients by clinics via email.
 - [Zoom for Healthcare: Quick Start Guide for Patients](#)
 - [Zoom for Healthcare Frequently Asked Questions](#)

Additional Virtual Care Resources

- **DTO Virtual Care Toolkit**: A detailed overview of the foundational processes, virtual care tools, privacy & security considerations and templates that a clinic should have to implement virtual care.
- **Guide to E-faxing When Working Remotely**: An overview of workflows and tools for physicians and MOAs who need to fax documents from outside the clinic.
- **Virtual Care for Patients – FAQ & Troubleshooting Tips**: Information to help patients prepare for virtual care visits. Designed for clinics to share with their patients as a resource guide.
- **Virtual Care Peer Support Network** - A network of physicians, MOAs and Practice Support Program coaches are available to provide clinics with virtual at-the-elbow coaching services to implement virtual care in their practice. For more information or to request one-on-one support from a peer mentor, email peermentors@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 information. Check back as this document is continuously updated based on the latest info available.

For more information, guidance, or support please contact:

Doctors Technology Office

☎ 604 638-5841

✉ DTOinfo@doctorsofbc.ca

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