



  **DTO FREQUENTLY ASKED QUESTIONS**  
 Virtual Care for Physicians and MOAs

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## OVERVIEW

This document is intended as a resource guide for physicians and MOAs and covers only the most general questions related to virtual care. Given that each practice and their specific needs are unique, there are many topics that may not be fully addressed. Do not hesitate to contact the Doctors Technology Office (DTO) for further questions/support using the contact info at the bottom of this page.

For technical related issues, your vendor's Help Desk should be the first point of contact. If all avenues of support have been exhausted and the issues remains unresolved, DTO can act as a resource to provide assistance and facilitate escalations as needed.

## DTO VIRTUAL CARE ENABLEMENT PROGRAM

Supporting the implementation of virtual care across B.C. with:

- **Virtual Care Peer Support Network:** a network of Physician and MOA Peer Mentors to support their colleagues, and/or help facilitate webinars and learning sessions. Contact [peermentors@doctorsofbc.ca](mailto:peermentors@doctorsofbc.ca).
- **Virtual Care Webinar Series:** A series of webinars have been offered to engage physicians and MOAs and assist them with optimizing their use of virtual care. A list of available webinars can be found [here](#).
- **Virtual Care Learning Series:** a set of video tutorials and physician and MOA case studies on how to optimize the use of common virtual care tools. Visit the [DTO YouTube page](#).

## VIRTUAL CARE RESOURCES FOR PHYSICIANS/MOAS

- **Virtual Care Quick Start Guide:** Overview of core components that a clinic needs to implement virtual care.
- **Virtual Care Toolkit:** A deeper dive which offers detailed instructions, templates and tips to help clinics navigate consent, billing codes, and communicating with patients.
- **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.
- **Getting Patients Back to Practice Guide:** An overview on how to build practices back up to full capacity, promote virtual care availability and connect with & prioritize at-risk patients
- **ZOOM for Healthcare Quick Start Guide:** Overview of ZOOM clinical workflow and virtual care instructions.
- **Guide to Using ZOOM Webinars for Group Medical Visits & Team Meetings:** Overview of how ZOOM webinar and group meeting functionality can be used for patient education sessions.

## VIRTUAL CARE RESOURCES FOR PATIENTS

- **ZOOM Quick Start Guide for Patients:** Shareable patient handout with ZOOM virtual visit instructions & tips.
- **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.
- **Clinic Transition to Virtual Care Poster:** Editable/printable poster (MS Word) for clinics to notify patients that they are providing some of their care and visits virtually, either over the phone or video.  
[English](#) | [Arabic](#) | [Chinese](#) (simplified) | [French](#) | [Hindi](#) | [Korean](#) | [Farsi](#) | [Punjabi](#) | [Spanish](#)

Updates to this document will be made on an as-needed basis, please check [here](#) for the latest version.

## GETTING STARTED WITH VIRTUAL CARE

### Which virtual care tool should I choose?

There are many different virtual care platforms on the market that vary with respect to cost, functionality, privacy and security, workflow and user interface. They also differ in device requirements needed to run (e.g. Windows operating system only) and whether any downloads are required (web-based vs. app-based), which can impact workflow and accessibility.

Email [dtinfo@doctorsofbc.ca](mailto:dtinfo@doctorsofbc.ca) or reach out to your EMR vendor to find out if they offer virtual care tools or integrations. We recommend speaking with your colleagues, Division of Family Practice, Health Authority (if applicable) and DTO to explore options.

### Does the virtual care tool need to be integrated into the EMR?

Not every EMR vendor offers virtual care tools at this time (although some are in progress). Some EMR vendors may also have the ability to integrate with third-party vendors. If your EMR does offer virtual care capabilities, you should consider the difference in workflow compared to using a tool that is outside of your EMR. DTO has summaries of virtual care capabilities for the majority of EMR vendors and you can email [dtinfo@doctorsofbc.ca](mailto:dtinfo@doctorsofbc.ca) to find out more.

### Which telehealth solutions meet recommended security standards for protecting privacy?

During the COVID-19 pandemic, healthcare professionals have been instructed to use any tools necessary to communicate with patients and ensure continuity of care, provided that they obtain informed consent around potential risks.

On March 20, 2020, a [new ministerial order](#) was issued in BC that allows broader use of communication tools for healthcare workers and other government agencies who are responding to the COVID-19 state of emergency. This overrides

current [Freedom of Information and Privacy Protection Act \(FIPPA\)](#) section that requires personal information of citizens to be stored in and only accessed from within Canada.

All systems, applications, and devices used for virtual care should be behind a firewall with anti-malware and anti-virus software installed. You should ensure the device used for videoconferencing is not obsolete and software is current so the most recent updates can be applied. All devices should also be password protected using a complex password.

For examples of virtual care tools and security best practices, please refer to the [DTO Virtual Care Toolkit](#).

### How much testing should be done before I start using virtual care with patients?

Testing will provide opportunities, in a controlled environment, to troubleshoot any issues that physicians, clinic staff, and/or patients may encounter. We recommend testing with a colleague, staff member, family member, friend etc. before using with a patient. Where possible, we also recommend testing the virtual care tool on different devices, operating systems and web browsers, as these may yield different results and prompt patients with different pop-up screens, such as to download and install an application or to register for an account.

### Do you have any information on the approximate costs for the various virtual care solutions?

Virtual Care pricing varies depending on a number of factors including number of licenses, usage (e.g. number of participants or duration of services allowed), service model, customization, length of contract, etc. Contact [dtinfo@doctorsofbc.ca](mailto:dtinfo@doctorsofbc.ca) to explore options or to learn more about certain solutions. For tools that are not free, you will need to contact the vendor directly for a personalized quote.

Be sure to also ask about other services that the vendor may charge for, such as IT support and training, custom reporting, and data analytics, as these costs can also vary among vendors.

### Is there any funding available to physicians to implement virtual care?

Here is an overview of some options that may be available to you:

- PHSA is providing ZOOM for Healthcare licenses to BC Health Authority & Community Providers (FPs, NPs, Specialists). To register: <https://bcvh-ZOOM.phsa.ca> or see the [ZOOM for Healthcare](#) section of this FAQ.
- The Joint Standing Committee on Rural Issues (JSC) is also offering ZOOM for Healthcare licenses to rural physicians in BC. For more info, visit: <https://rccbc.ca/rtvs>

In some instances, licenses for virtual care tools or equipment may also be available through your local Division of Family Practice. We recommend that you contact them directly to find out whether any options are available. More communications will be released as these become available.

### What should I do if my patient requires an in-person assessment?

The College has released direction on assessing and managing patients by telemedicine during the COVID-19 crisis (available [here](#)). Please refer to this resource for recommendations on approach and familiarize yourself with local protocols by contacting your Division of Family Practice.

### How can I ensure that I am meeting my medical-legal obligations when providing virtual care services during the pandemic?

The CMPA has a dedicated [COVID-19 Hub](#) to provide information, advice and support related to medical-legal protection during the COVID-19 pandemic. Please refer [here](#) for regular updates and

answers to frequently asked questions, including those related to telehealth and virtual care.

## COMMUNICATING WITH PATIENTS

### How can I treat a patient that does not have a smartphone, tablet, or computer?

Providing virtual care can be as simple as a phone call. During the pandemic, it is critical that physicians use the tools available to them and their patients to maintain their practice through the use of telephone (and video calls) and see only a small minority of patients in-person. In response to the Covid-19 pandemic, payment for telehealth services have been updated to allow the use of telephone, without video, when providing services which can be billed under Telehealth fees. Please see the [COVID-19 temporary billing changes](#) article on the Doctors of BC website for more details.

### How can we let patients know about changes to our in-person services?

Doctors of BC has developed a variety of templates that clinics can use to inform patients about how they can continue to access care during the COVID-19 pandemic.

- [\[Shareable PDF for Patients\] Virtual Care Frequently Asked Questions](#) – This PDF provides patients with an overview on virtual care, including why the clinic is transitioning to phone and video visits, info about how to prepare, answers to frequently asked questions (FAQs) and technical troubleshooting tips.
- [\[Poster for Patients\] Clinic Providing Virtual Care Visits During COVID-19](#) – This editable poster (MS Word) can be used by clinics to notify patients that some of their care may be delivered virtually, either over the phone or through video. Clinics can fill in their name, phone number, email and website address and post this notice on the clinic door, website and/or waiting area.

- [Pathways Virtual Care Directory](#) - Pathways also offers clinics the ability to promote their virtual care services by setting up a searchable profile. (Visit this link for [Backgrounder/Benefits](#)). You can add your listing using the following link: <https://www.surveymonkey.com/r/FPvirtualcare>. For detailed instructions on how to update your Pathways directory listing with clinic information or other questions, please contact [mbriere@pathwaysbc.ca](mailto:mbriere@pathwaysbc.ca).

Check out the [Getting Patients Back to Practice Guide](#) for step-by-step clinical workflows and communication templates. [Doctors Technology Office - Virtual Care Resources](#) page for the latest updates.

### How can I send emails to my patients in bulk?

There are several options available for sending emails to patients in bulk which include mail marketing software, EMRs (check with your EMR vendor), and local email programs. The exact methods for doing so will depend on the solution you choose. Regardless of which e-mail solution you use, we recommend following these best practices:

- Ensure that all recipient addresses are put in the 'Bcc' field and NOT the 'To' or 'Cc' fields. This will ensure that the recipients cannot see who else the email was sent to.
- When sending emails to patients, ensure to use an appropriate business "reply-to" email address. You may need to setup a new email address to avoid using a personal email address when sending and receiving clinic correspondence.

### How to schedule and invite a sign language interpreter into a virtual care visit?

Family Practices and Specialists can book sign language interpreters for their Deaf, Deaf-Blind, and Hard of Hearing patients during virtual appointments. Visit the PHSA website for [information on booking an interpreter](#).

## PRIVACY

### When is verbal patient consent acceptable and how to we record it?

Physicians must obtain valid informed consent from patients prior to using videoconferencing or electronic communication to communicate potentially sensitive personal health information. This can be done during the first virtual care visit and can be applied to all subsequent sessions, provided that informed consent has been clearly documented in the patient chart.

Refer to the [DTO Virtual Care Toolkit](#) for a template that can used to obtain consent verbally during a phone or video call and a template on how to document consent in an EMR.

Informed consent may involve the following components:

- explaining the appropriateness, limitations and privacy issues related to telemedicine or electronic communication with the patient
- explaining the risks related to unauthorized disclosure or interception of personal health information and steps they can take to help protect their information.
- discussing that care provided through video or audio cannot replace the need for physical examination or an in person visit for some disorders or urgent problems;
- informing the patient if their personal information will be used for any purpose outside the 'circle of care' i.e. for research or to send promo materials and;
- confirming that the patient understands the need to seek urgent care in an Emergency Department or Urgent Primary Care Centre as necessary.



### Where are the best places to get consent form templates?

The Canadian Medical Protective Association (CMPA) provides templates specifically for obtaining 'consent to use electronic communications. You can download these in [PDF](#) or [Word](#) formats.

## BILLING

### Where can I get all of my questions regarding new/revised fee codes during COVID-19 answered?

Please refer to the Doctors of BC [COVID-19 Billing Changes](#) webpage for a full list of temporary billing changes. You can also access the Billing Changes FAQ [here](#). If you have questions or would like more information, please send an email to [economics@doctorsofbc.ca](mailto:economics@doctorsofbc.ca).

## PRESCRIPTIONS

### How should I submit prescriptions after a telemedicine visit?

For non-controlled medications, the College is encouraging physicians to renew prescriptions by **phone or sending a fax** to a pharmacy following a phone conversation or telemedicine visit with a patient. This eliminates the need for a patient to obtain an original paper prescription with a wet signature, which they then have to take to a pharmacy. It is not acceptable to text or email photographs of prescriptions from a phone. These photos contain patient information and may be retained (often on cloud-based servers in other countries), which inevitably increases the risk of an information/privacy breach. Please refer to the [College](#) website for the most current updates on prescribing medications. DTO also has a [Guide to eFaxing From Home](#) to provide an overview of workflows and tools for submitting prescriptions remotely.

### Can I use a digital signature on a prescription?

*During the pandemic*, when submitting a prescription electronically (i.e. e-fax), either a **real-time digital signature** created with a mouse or stylus (preferred) or an **electronic signature** (verified digitally i.e. Adobe, Docusign etc.) on a prescription may be accepted. The prescriber's current phone number and license number must also be listed. For more guidance on how to add a digital signature to a prescription, please refer to DTO's [Guide to eFaxing From Home](#).

### Have the rules for dispensing of controlled medications changed?

*During the pandemic*, it is now acceptable to fax prescriptions or give verbal prescriptions for controlled drugs to pharmacists over the phone, and then deliver a hard copy of the original duplicate form (by mail, courier or other means). This should only be done if the physician has a longitudinal relationship with a patient and understands their care needs. For info on prescribing during the COVID-19, please check the [College website](#).

## GENERAL TECHNICAL SUPPORT

### How can I access my EMR remotely?

This functionality is dependent on the EMR system you're using. Reach out to your EMR vendor to discuss options. If your clinic is on the Physician Private Network (PPN), remote access to your EMR is most frequently provided via the PPN Virtual Private Network (VPN). The VPN uses a remote access token with two-factor authentication and encryption to enhance the security of the connection. If your EMR is not on the PPN, we still recommend using a VPN service to access your EMR remotely. For temporary or intermittent use, please check with your anti-virus software provider as they may provide a free VPN solution in their package. You can also contact [dtainfo@doctorsofbc.ca](mailto:dtainfo@doctorsofbc.ca) for support choosing and implementing a VPN solution.

### Where can I get support to setup virtual care solutions at home?

For issues that are related to a specific telehealth platform, the telehealth platform vendor should be the first point of contact. Your local clinic IT should also be able to provide advice and guidance and more general support and advice on set up and equipment for remote home services.

If your issue remains unresolved or needs escalation, DTO can help provide assistance by working with your telehealth platform vendor and your local IT and/or facilitate possible solutions.

If your clinic does not have an IT support vendor, there are many options available for remote IT support at home. Refer to the [DTO IT Support Selection Checklist](#) for tips on what to ask when choosing an IT vendor for your home as well as your clinic. If you meet a challenge that you and your locally hired IT technician cannot solve, please contact DTO for further guidance.

### Does the Private Physician Network (PPN) support video visits?

Some videoconferencing may work with little to no issues over the PPN while others may pose some challenges. We recommend testing a platform on the PPN before going live. If you experience issues, please contact PHSA for support at [ppnadmin@phsa.ca](mailto:ppnadmin@phsa.ca) and they will work with you to troubleshoot network issues. If issues remain unresolved, reach out to DTO and we will do our best to see how we can support videoconferencing over the PPN.

### What should I do if my bandwidth is too low for videoconferencing?

If you are using the Physician Private Network (PPN) and your connection is slow, you can contact your EMR vendor as a first point of contact to investigate and troubleshoot bandwidth issues.

If you are not on the PPN and think your bandwidth is too low, work with your local IT for guidance and here are some steps you can take:

- First, run a speed test on your computer or the device you are using for the video session. There are many free services online to help with this including <https://www.speedtest.net/>.
- If your **upload** speed is 5 Mbps or under, you may need to contact your internet service provider to discuss options for upgrading to 10-30 Mbps **upload** speed or higher.
- **Download** speeds of 30 Mbps or higher are generally acceptable for video visits.
- If you appear to need more bandwidth, contact your local Internet Service Provider (ISP) and review options for upgrading your internet plan.
- If you already have an internet package that should support video visits but still experience bandwidth issues, adjust your local network and computer if needed:
  - If possible, try using a hard-wired (ethernet) connection to your router or modem instead of using Wi-Fi.
- If using Wi-Fi, try to be in the same room as the router or use a Wi-Fi extender device.
- Turn off other devices or internet usage in the home that can use bandwidth during video sessions (e.g. streaming HD video or downloading large files or updates).
- Check the settings in your videoconferencing software to see if additional features, or High Definition (HD) streaming can be turned off.
- Refer to DTO's [Wireless Network Best Practices Guide for Clinics](#).

### If you are using speech recognition on the computer, do you have to set up your audio differently?

This will depend on the speech recognition or dictation service that you are using, as well as



whether your virtual care tool supports transcription. When in doubt, practice with a colleague or friend to test out the audio and speech recognition tool that you are using.

## VIRTUAL CARE RESOURCES

### **What virtual care supports and resources are available?**

Doctors Technology Office and its partners are working together to continuously update and add new supports and resources to help clinicians implement virtual care solutions during the pandemic. The [DTO website](#) contains the most up-to-date information so please check back regularly.

The Royal College of Physicians and Surgeons of Canada is also compiling province-specific quick links for virtual care ([here](#)). We also recommend that you contact your local Division of Family Practice to find out what supports may be available for your community.

### **How can I request 1:1 support for implementing virtual care?**

DTO and the Practice Support Program (PSP) are mobilizing a network of physicians, MOAs and the PSP Regional Support Team members to deliver virtual at-the-elbow coaching services on virtual care.

For more information or to request one-on-one support from a DTO team member/trainer, PSP regional support team coach or peer mentor, email [DTOinfo@doctorsofbc.ca](mailto:DTOinfo@doctorsofbc.ca).

## ZOOM FOR HEALTHCARE

### What is ZOOM and which version can be used for virtual care?

ZOOM is a cloud-based video conferencing software. While there are free and professional versions, ZOOM for Healthcare is the only version of ZOOM approved for the delivery of Virtual Health in BC.

### What are the differences between a free ZOOM account and a ZOOM for Healthcare account?

Only the ZOOM for Healthcare is endorsed by the Ministry of Health for the COVID-19 emergency response and deemed to be compliant with Canadian privacy regulations. The free version is not currently set up to adequately secure the transmission of private patient information.

### Who can get a PHSa ZOOM for Healthcare account?

Community healthcare providers such as general practitioners, nurse practitioners and specialists may request a ZOOM for Healthcare account, which will be provided for 1 year, free of charge.

### What if I registered for a ZOOM for Healthcare account through RCCBC or another health authority?

For those who have registered for ZOOM for Healthcare accounts through RCCBC, please visit their [website to access their customized training and resources](#) and use the following link to access your ZOOM account: <https://rccbc.ca/rtvs/ZOOM/>.

If you have registered through another health authority, please refer to the resources and supports provided during the implementation process for more information.

### Will my Medical Office Assistant (MOAs) be provided with a separate ZOOM for Healthcare license?

Currently, ZOOM for Healthcare license provision is being prioritized for practitioners (FPs, NPs, and specialists) to facilitate the delivery of health care support to patients. We recommend referring to the video tutorial [Preparing your work station for a virtual visit](#) to see how your MOA can schedule ZOOM meetings without having an account.

### Who will pay for my ZOOM for Healthcare account?

During the COVID-19 emergency, PHSa will provision ZOOM for Healthcare accounts for free. Licence negotiations for post COVID-19 have been initiated.

### What happens if my clinic has already paid for ZOOM for Healthcare accounts?

Clinics that have already registered for a ZOOM for Healthcare account may use the following form to request a ZOOM for Healthcare PHSa account: <https://bcvh-ZOOM.phsa.ca>. PHSa will work with ZOOM for Healthcare account managers to transition eligible clinics to the sponsored version. For more info, contact [officeofvirtualhealth@phsa.ca](mailto:officeofvirtualhealth@phsa.ca).

### Can a shared email (e.g. clinic email) be used to create an account?

Each user requires a unique e-mail address. If multiple users request an account using the same e-mail address, these applications will not get processed and each user will need to re-apply.

### Can I use my personal ZOOM account for Virtual Health Visits?

No, as a health care provider, you can only conduct Virtual Health Visits from a PHSa ZOOM for Healthcare account. Clinical staff should only use the ZOOM for Healthcare version when discussing private patient medical information. The free/consumer version of ZOOM does not have the same level of encryption or security safeguards in place to be used for patient/physician communications.

### **Can I use my PHSA ZOOM for Healthcare account for personal visits?**

Your PHSA ZOOM for Healthcare account has been provided for free to enable the provision of healthcare services. It is not advisable to add personal contacts to this account, however you may use it for conducting clinic/professional business such as staff meetings, specialist consults or other purposes that support the delivery of care.

### **What if I have a personal ZOOM account linked to my work email, but I need to upgrade to a ZOOM for Healthcare account?**

If you have requested a PHSA ZOOM for Healthcare account, you will be able to seamlessly convert your personal account into a ZOOM for Healthcare account. Instructions will be included in your 'activation' email.

### **Will the information from my existing ZOOM account be transferred to my ZOOM for Healthcare account?**

Yes, all of your currently scheduled meetings and contacts will still be available in your ZOOM for Healthcare account.

### **What if I want to keep my existing ZOOM account for personal meetings?**

You may choose to have both a personal ZOOM account (i.e. for social meetings) and a ZOOM for Healthcare account.

If you would like to keep your personal account, please ensure you apply for a ZOOM for Healthcare account using a different e-mail address than the one linked to your personal account. Note that you can only apply for ONE license through PHSA and that only your PHSA ZOOM for Healthcare account can be used for Virtual Health Visits.

## **REQUESTING YOUR ZOOM FOR HEALTHCARE ACCOUNT**

### **Do I need an account if ZOOM is already installed on my work computer?**

Yes, you will still need to request a PHSA ZOOM for Healthcare account if you have a free or paid version of ZOOM. This will transition you to the version sponsored by PHSA, free of charge.

### **How do I request an account?**

You can request an account online at <https://bcvh-zoom.phsa.ca>. For step-by-step instructions and tips on what to expect in the process, please refer to the [registration instructions](#) that have been outlined for community healthcare providers.

## **ACTIVATING YOUR ZOOM FOR HEALTHCARE ACCOUNT**

### **How do I activate my ZOOM for Healthcare account?**

After requesting an account, you should receive an automated welcome email from ZOOM with a link to approve your account activation. You will also receive a 2nd email from PHSA with detailed instructions on how to activate your account. The activation link will expire after **30 days**. Please refer to the [registration instructions](#) for more information.

### **What should I do if I haven't received an activation email?**

If you use more than one email account, verify which email address has been used to request your ZOOM for Healthcare account.

- Check your junk or spam folder.
- Go to (<https://zoom.us>) and select 'sign in'.
  - Click 'forgot password' and enter your email address used to request a ZOOM for Healthcare account.
  - If 'User not found' contact <mailto:officeofvirtualhealth@phsa.ca>.

### What should I do if my account activation email has expired?

- Go to (<https://zoom.us>) and select 'sign in'.
- Click 'forgot password' and enter your email address used to request a ZOOM for Healthcare account.
- If 'User not found' contact [officeofvirtualhealth@phsa.ca](mailto:officeofvirtualhealth@phsa.ca)

### MANAGING YOUR ZOOM FOR HEALTHCARE ACCOUNT

#### How do I know I'm logged into my ZOOM for Healthcare and not a personal account?

- Mobile device: go to 'Settings'. Next to your name you should see 'Licensed' if you are logged into your ZOOM for Healthcare account.
- Web browser (e.g. Google Chrome): Go to ZOOM.us, log into your account, go to 'Profile' and look for Provincial Health Services Authority as the 'User Group' or an account # ending in - 7599.
- Desktop application: Open the desktop application, click the gear icon, and 'Profile' from the menu option, and then 'Edit My Profile.' This will prompt the web browser version of ZOOM to open. Sign in and look for Provincial Health Services Authority in 'User Group' or account # ending in 7599.

#### What kind of Virtual Meetings does ZOOM for Healthcare support?

Virtual Care Visits can be booked as webinars, meetings or instant meetings. For more information on how to conduct a virtual visit, refer to DTO's [training videos](#).

#### On what devices can I access ZOOM for Healthcare?

You can access ZOOM from your computer (desktop application or web browser) or from your mobile device (app or web browser).

#### Can I use different computers (i.e. home vs. office) to conduct virtual visits with the same account?

Yes, your personal meeting Id is associated with your Zoom for Healthcare account, which you can log in to on various devices. The meeting ID will always be the same.

#### How do I change the e-mail address associated with my ZOOM account?

If you are a private practice physician and would like to change the e-mail address in your account, go to Profile (<https://zoom.us/profile>) and scroll to 'Sign-In Email'. From here you can click 'Edit' on the right-hand side and make any changes.

#### How do I change the e-mail address associated with my ZOOM account?

If you are a private practice physician and would like to change the e-mail address in your account, go to Profile (<https://zoom.us/profile>) and scroll to 'Sign-In Email'. From here you can click 'Edit' on the right-hand side and make any changes.

#### How do I check what version of the ZOOM desktop or mobile app I am running?

Visit this [support article](#) to view the version of the Zoom desktop client or mobile app you are currently running.

#### How do I update ZOOM to the latest version?

In order to maintain optimal security and performance, please ensure that you are always running the latest version of ZOOM on your desktop or mobile device. Follow the instructions in [this support article](#) to check your version and make sure your application is [up-to-date](#).

#### What safeguards are in place to protect privacy & security when using my PHSa ZOOM for Healthcare Account?

Zoom for Healthcare meets PHSA privacy and security requirements. We have updated the following configurations to even better protect the patient's security and privacy:

- All Virtual Visits are password protected
- Virtual 'Waiting Rooms' are enabled for all meetings
- Virtual Health Visits can not be recorded
- File transfer has been disabled
- Annotations during Virtual Health Visits are turned off

### What actions can I take to further ensure privacy & security is protected?

We also recommend taking the following actions to further ensure that your Virtual Visits are secure:

- Always double check that the invite is addressed to the correct recipient(s) and never use distribution lists.
- Discourage sharing Personal Meeting ID or ZOOM meeting links on public-facing platforms
- "Lock" the session once all participants have joined the Virtual Visit or meeting.
- Only allow the host to screen share during the Virtual Visit.
- If screen sharing, ensure no personal information from anyone other than the patient is being shared.
- If others are participating in the visit, request the patient's permission before screen sharing personal information.
- Disable the Allow Removed Participants to Rejoin option to prevent removed participants from joining the visit again.

### CONDUCTING VIRTUAL VISITS USING ZOOM FOR HEALTHCARE

#### Now that I am signed up, how do I start to use ZOOM for my virtual care visits?

To assist physicians with workflow and implementing ZOOM for Healthcare in your clinical practice, DTO has developed a series of resources including:

- [ZOOM for Healthcare Registration Instructions & Workflow](#)
- [ZOOM Quick Start Guide for Physicians and MOAs](#)
- [ZOOM Video Tutorial Learning Series](#)
  - [Preparing your Workstation for a Virtual Visit](#)
  - [Conducting a Virtual Visit](#)
  - [Conducting Patient Education Sessions Using Zoom Webinars](#)
  - [ZOOM for Healthcare live demo webinar recording](#)
- Using ZOOM Webinar for Group Medical Visits & Team Meetings  
[Quick Start Guide](#) | [Webinar Recording](#)

Please check the [DTO website](#) regularly to access the most recent materials or contact [DTOinfo@doctorsofbc.ca](mailto:DTOinfo@doctorsofbc.ca).

#### How do I schedule meetings?

To ensure that you are using the most optimal workflow, it is recommended that physicians have their [ZOOM Personal Meeting ID](#) open throughout the day, instead of creating individualized appointments for each patient. This link will stay the same for all appointments to ensure optimal workflow and reduce the need to book individual appointments or send unique links.

1. MOAs should continue to book appointments for patients using their current and preferred booking method: online booking system, EMR or even paper schedule.
2. The patient will be sent a typical meeting invite from your MOA, which should include a link to the physician's ZOOM personal meeting room.

3. When the patient clicks on this link, they will be admitted to the virtual waiting room until the physician is ready to begin the appointment.
  4. Physicians will simply admit patients from the virtual waiting room into your ZOOM meeting room when the scheduled appointment is ready to begin.
- For detailed instructions and appointment invite templates, check out the [ZOOM Quick Start Guide for Physicians and MOAs](#).

### How can I send an invitation using a no-reply email address? Can I send the invite directly from ZOOM?

If you are using the Personal Meeting ID workflow as stated above, you simply need to copy/paste your meeting link in the appointment invitation. If you do not wish to use your personal or business email, it is recommended that you set up a separate email that will only be used for appointment booking (i.e. [no-reply@email.com](#)) which is managed by you or your admin staff. It is recommended that you use a securely encrypted email provider, if possible. Contact [DTOinfo@doctorsofbc.ca](mailto:DTOinfo@doctorsofbc.ca) to explore options.

### How can I personally send my personal meeting ID link to patients who do not have scheduled appointments?

To ensure that you are using the most optimal workflow, it is recommended that physicians have their [ZOOM Personal Meeting ID](#) open throughout the day, instead of creating individualized appointments for each patient. This link will stay the same for all appointments to ensure optimal workflow and reduce the need to book individual appointments or send unique links.

Once the meeting is open, simply scroll down to participants

### Can I book meetings that happen concurrently using the same account?

No, each ZOOM for Healthcare account should be assigned to a single physician and is not meant to be shared. Each physician can register for their own account. You may use your personal meeting room or an individual meeting to host multiple participants in a single meeting, but you will not be able to conduct multiple meetings at the same time.

### How do I open my personal meeting room and start seeing patients?

To start seeing patients, simply open up the ZOOM application and follow these instructions:

1. To start your virtual appointment(s), click **Home** from the main menu. Start your meeting early to check your audio and video.
2. When your patients log in, they will be in the waiting room until you are ready to admit them. You will see their names listed in the participant panel.
3. Click **New Meeting** to start the session.

To view a video demonstration of the recommended ZOOM for Healthcare workflow, see DTO's video tutorial [Using ZOOM for Healthcare: Conducting Virtual Visits](#) or see the [ZOOM for Healthcare Quick Start Guide for Physicians and MOAs](#).

### How do I admit patients from the virtual waiting room?

When you are ready to see your patients, view patients in the virtual waiting room.

4. Click **See waiting room** or click **Manage Participants** to display the names of patients that are waiting for a visit with you.
5. To begin a virtual visit, click on the **Admit** button next to the patient's name to move them from the waiting room into your virtual exam room (PMI).

For detailed instructions, check out the following resources:

- [ZOOM for Healthcare Quick Start Guide for Physicians and MOAs](#)




- [ZOOM Video Tutorial Learning Series](#)

### Can I send messages to patients to let them know that appointments are running late?

You can use the chat feature to communicate with all patients in the waiting room. At this time, you will not be able to send messages to individual patients. For detailed instructions on how to message patients in the waiting room, see the [ZOOM for Healthcare Quick Start Guide for Physicians and MOAs](#).

### How do I share my screen during a webinar or meeting?

In order to share your screen in a meeting, you must be the designated meeting host (by default, this is the physician who owns the ZOOM account).

1. The host can screen share by clicking the **Share**  **Screen** icon at the bottom of your screen.
2. Select the screen you want to share, then click **Share** at the bottom right hand corner.
3. To stop screen sharing, move your mouse cursor to the top of your ZOOM screen and click **Stop Share**.

For detailed instructions and screenshots, watch our [Conducting a Virtual Visit Tutorial](#) or the [ZOOM support video](#) for instructions.

### How do I use ZOOM Webinars or Meetings to conduct Group Medical Visits or Team Meetings?

Check out the [Guide to Using ZOOM for Healthcare for Group Medical Visits and Team Meetings](#) for detailed instructions and tips on how to use ZOOM for patient education sessions, virtual care visits for 2 or more participants or even meetings with your clinical staff or partners.

### How do I print the chat for my records?

At this time, PHSA has disabled the ability to record sessions to ensure that patient privacy is maintained. Please continue to capture clinical notes

for your chart as you normally would for in-person visits.

### How can I transfer files securely to patients?

By default, the PHSA ZOOM for Healthcare application has turned off file transfer to protect patient privacy & security. Physicians are advised only to send private patient information electronically if they have received informed consent from the patient.

They should only transfer private patient information through securely encrypted means such as an EMR patient portal, secure fax, secure email etc. They should not be sent through free commercial email (i.e. Gmail, Hotmail etc.) or unsecured text messaging tools.

If you are unsure of how to send files securely, email [DTOinfo@doctorsofbc.ca](mailto:DTOinfo@doctorsofbc.ca) to explore options.

### How should I transition from one appointment to another when the visit has ended?

Unless you are finished with ALL your meetings for the day, **DO NOT** end your meeting. Instead, simply wait for the patient to leave the meeting or follow the instructions on how to remove a patient.

### How do I remove patients from my meeting?

When an appointment is complete, the patient may not always know to 'leave' the waiting room on their own. You can manually 'remove' a patient from your meeting by following these steps:

1. To end the visit with the patient, hover your mouse cursor over the patient's name and click the More button.
2. From the drop-down menu select Remove. This can be used to ensure your virtual exam room is cleared before admitting your next patient. Patients may also sign off voluntarily.

You can also send a patient back to the waiting room if you still plan to communicate with the patient

later (i.e. waiting for them to fill a form etc.) See the [ZOOM for Healthcare Quick Start Guide for Physicians and MOAs](#) for full instructions and screenshots.

**Note:** Do not select the **End Meeting** button on the bottom of your screen as this will end the session for everyone, including patients in your virtual waiting room. Instead, repeat the instructions for how to [Admit Patients from Waiting Room](#).

### Will the patients in the waiting room automatically come back into the room if I accidentally end the meeting and then restart it?

No, unfortunately patients in the waiting room will need to rejoin the meeting to be let back into the waiting room. To avoid this, remember not to press **End Meeting** at the end of the appointment.

Instead, simply wait for the patient to leave the meeting or remove the patient. Once the meeting room is clear, you can [admit your next patient following these instructions](#).

## SUPPORTING PATIENTS WITH USING ZOOM FOR VIRTUAL VISITS

### Do patients need a ZOOM for Healthcare account to join the Virtual Health Visit?

No, patients do not need a ZOOM for Healthcare account, but can use their personal account to join a Virtual Health Visit.

Patients who do not have a ZOOM account may also sign on to their appointments by opening the link on a web browser. See [Launching Zoom from a web browser Help Article](#) for detailed instructions.

### Does the patient need to install the ZOOM application in order to join a virtual visit?

No, patients do not need to sign up for a ZOOM account or download an application to join a virtual visit.

Patients who do not have a ZOOM account may also sign on to their appointments by opening the link on a web browser. See [Launching Zoom from a web browser Help Article](#) for detailed instructions.

### Can patients share pictures or documents with you in ZOOM?

No, file sharing is turned off by default in the PHSA Zoom for Healthcare version to prevent the risk of private information being compromised. As the host of the meeting, you may allow patients to share their screen or you may wish to explore other [secure file transfer options](#).

### Is the privacy and security compromised if the patients are using a personal account?

No, security and privacy standards of the Virtual Health Visit are not compromised if the patient joins using their own personal account. Only the host (provider) needs to be logged into ZOOM for Healthcare.

### How do I support patients in preparing to use ZOOM for virtual care visits?

In order to support patients with learning how to use ZOOM, the following ZOOM patient handouts and templates can be emailed directly to patients or posted on your clinic website:

- [ZOOM for Healthcare: Quick Start Guide for Patients](#)
- [ZOOM for Healthcare - Frequently Asked Questions for Patients](#)

We also highly encourage you to ensure that your MOAs are aware of how to use ZOOM for Healthcare so they can assist patients with troubleshooting things like audio/video or what to prepare for their visit. They will not have direct access to your ZOOM for Healthcare account but it may be helpful to have them on-call/available to help guide patients through the initial process.

Please refer to the previous question for a full list of resources that can help them get familiar with the tool and the clinical workflow.

## ZOOM TROUBLESHOOTING & SUPPORT

### Where can I get help with integrating Virtual Health in the clinical workflow?

To assist physicians with workflow and implementing ZOOM for Healthcare in your clinical practice, DTO has developed a series of [training videos](#) and a [Quick start guide for patients](#). Please check the [DTO website](#) regularly to access the most recent materials or contact [DTOinfo@doctorsofbc.ca](mailto:DTOinfo@doctorsofbc.ca).

DTO is also offering a number of direct 1:1 supports:

- **ZOOM On-Demand Trainer Support** is available to provide an overview of basic workflows (i.e. scheduling, invites) and answer your questions (1:1 or group sessions).
- **Virtual Care Physician & MOA Peers** who are using ZOOM for Healthcare in their own practice are available to provide 1:1 support.
- **PSP Regional Support Team Coaches** - PSP team members can provide coaching, compensation & Mainpro+ credits to physicians and eligible team members to facilitate practice improvement activities.

For more information or to request 1:1 support, email [DTOinfo@doctorsofbc.ca](mailto:DTOinfo@doctorsofbc.ca).

### Where can I get help with account requests and activation?

For account requests and activation issues you can email [officeofvirtualhealth@phsa.ca](mailto:officeofvirtualhealth@phsa.ca).

### Where can I get help with technical inquiries?

For network or hardware issues, contact your local IT community support provider. If you are unable to obtain support, please contact

[DTOinfo@doctorsofbc.ca](mailto:DTOinfo@doctorsofbc.ca) to escalate for prompt resolution.

For Zoom technical inquiries, you can email [OVHZoomSupport@phsa.ca](mailto:OVHZoomSupport@phsa.ca).