

## Free Zoom for Healthcare Licences for Community Providers

DTO & PHSA to provision virtual care licences for Family Doctors, Specialists and Nurse Practitioners

Doctors Technology Office (DTO) in partnership with Provincial Health Services Authority's (PHSA) Office of Virtual Health are now offering *Zoom for Healthcare* licences, free-of-charge for up to one year. *Zoom for Healthcare* is a cloud-based video conferencing software approved for the delivery of virtual health. These licences have been made available through a funding agreement between the Ministry of Health and Canada Health Infoway, in support of ongoing efforts to respond to the COVID-19 pandemic.

DTO remains vendor agnostic and wants to reinforce that health care providers may continue to choose tools that work best for their clinical practice. This offering is meant as an option for those wanting to explore *Zoom for Healthcare* or are in need of a virtual care platform.

### Join a Get Started with Zoom webinar

PHSA will host a webinar on how to use *Zoom for Healthcare* for virtual health visits. Register at the link below:

Topic	Date & time	Registration
<a href="#">Get started with Zoom for clinicians and administrators</a>	Thursday, April 23 4-5 p.m.	<a href="#">Register here</a>

Stay tuned to the [Doctors of BC Virtual Care Resource page](#) for upcoming Zoom for Healthcare training videos and resources for community health care providers.

### To request a Zoom for Healthcare account

Community providers (GP, NP, or specialist) can request a Zoom for Healthcare PHSA account by visiting: <https://bcvh-zoom.phsa.ca>. **NOTE:** *This online form works best in Google Chrome, as opposed to Internet Explorer.*

An account activation email will be sent when the *Zoom for Healthcare* account is ready. Prompt activation is recommended.

It is recommended that providers download the desktop application and/or mobile app when conducting virtual health visits. To schedule visits, practitioners may choose to use their current scheduling software or processes and include the *Zoom for Healthcare* meeting log-in details. In order to schedule visits directly in *Zoom for Healthcare*, it is recommended that practitioners log into their account on a web browser to access advanced configuration settings.

### Zoom Security: What you need to know

Recent security concerns raised in media are mainly related to the free 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 measures have been put in place to make appointments and your patients' personal information even safer. For more details on how we're working to ensure your security and privacy:

- Read [this update](#) from OVH and the IMITS Digital Health team.

- View this Zoom security best practices [infographic](#) for quick tips on securing your visits.

For more info regarding Zoom for Healthcare privacy & security, visit the [PHSA Virtual Health Resources](#) or email [DTOinfo@doctorsofbc.ca](mailto:DTOinfo@doctorsofbc.ca).

## Frequently Asked Questions

**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 (GPs, NPs, and specialists) to facilitate the delivery of health care support to patients. MOAs may wish to incorporate the following recommendations for adapting their processes:

- When the clinical staff book a patient visit, the MOA should email the patient with instructions on how to connect with their health care provider.
- Staff may continue to use their clinic EMR or scheduling tool to book appointments.
- Staff should indicate in the EMR (or scheduling tool) that this is a virtual visit and that the physician needs to log into the Zoom room at the scheduled time to see the patient.

**Who do I contact for *Zoom for Healthcare* technology support?**

PHSA has created a series of guides for virtual health visits and several video tutorials, which are available on the [PHSA Zoom for Healthcare Training Sessions & Support](#) page.

Doctors Technology Office (DTO) will be creating a series of short videos focused on how **community practitioners (GP, NP & specialists)** can integrate *Zoom for Healthcare* into their clinical practice.

DTO is also mobilizing a network of physicians and MOAs as well as the Practice Support Program (PSP) Regional Support Team members to provide clinics with virtual at-the-elbow coaching support with implementing virtual care in clinical practice. For more information or to request one-on-one support from a PSP regional support team coach or DTO peer mentor, email [DTOinfo@doctorsofbc.ca](mailto:DTOinfo@doctorsofbc.ca).

**Can I continue to use the free Zoom version?**

It is strongly recommended that community health care practitioners do NOT download and use the free version of Zoom Basic. Clinical staff should only use the Zoom for Healthcare version when discussing private patient medical information.

- Only ZOOM for Healthcare is endorsed by the Ministry of Health for the COVID-19 emergency response
- Only ZOOM for Healthcare is compliant with Canadian privacy regulations.

More details can be found on the [PHSA Virtual Health Resources](#) page.

**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 [DTOinfo@doctorsofbc.ca](mailto:DTOinfo@doctorsofbc.ca).

If you have any questions, or need assistance with selecting and implementing [Virtual Care for your practice](#), the Doctors Technology Office team is available to help via phone at 604-638-5841 or email at: [dtoinfo@doctorsofbc.ca](mailto:dtoinfo@doctorsofbc.ca).

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**For more information, guidance or support contact:**

**Doctors Technology Office**

☎ 604-638-5841

✉ [DTOinfo@doctorsofbc.ca](mailto:DTOinfo@doctorsofbc.ca)

🌐 [www.doctorsofbc.ca/doctors-technology-office](http://www.doctorsofbc.ca/doctors-technology-office)

## Zoom for Healthcare security best practices

### 1 Use the automatically generated meeting ID



Do not use the *Personal Meeting ID*. When you schedule a Zoom meeting, look for the *Meeting ID Options*. Select *Generate Automatically*. This prevents most Zoom-bombers.

### 2 Use individual meetings for patients



Don't use a day-long meeting for multiple patients (*All-Day-Clinic-Style*). There's potential for the wrong people to be in the Waiting Room.

### 3 Use the meeting waiting Room for Screening



You can choose who and when to let people into the session. This is not necessary for Virtual Health Visits scheduled as webinars.

### 4 Confirm patient identity



Make sure you have the correct patient before disclosing any information.

### 5 Remove someone or put them on hold



During the call, go to the participants pane on the right. Hover over the name of the person you want to remove and when options appear, choose *Remove*.

### 6 Lock a session once it starts



While the session is running, click *Manage Participants*. At the bottom of the Participant Panel select *More* then *Lock*.

### 7 Do not click on links you do not trust



Similar to email, do not click on links that are not credible.

### 8 Use the most up-to-date version of zoom



If you are using a personal device, check for updates.

## Default Settings Used in Zoom for Healthcare:

#### Passwords are Turned On

This provides another layer of security, to discourage Zoom-bombers.

#### Waiting Rooms are Turned On

This allows you to screen who is let into the meeting. The host lets them in.

#### Recordings are Disabled

Zoom recordings have been disabled to protect patient privacy.