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Clinical Guidelines to having virtual appointments

The Essentials to Getting Started With Virtual Care:

- Review the privacy notice for having a Zoom appointment in the Zoom manual
- Ensure you have access to WiFi, Data, and a technology device to have the Zoom appointment
- Download the Zoom App or Zoom for Client Meetings (desktop)
- Test having a zoom meeting: www.zoom.us/test

Virtual Visit Etiquette Tips:

- Introduce yourself so that the clinician can confirm who they are talking to
- Confirm you are ok with having a virtual appointment
- Try to maintain eye contact with the camera during the visit
- Consider the space that the clinician will view during a virtual visit.
- Consider making notes during the appointment, and writing out a list of questions beforehand
- Consider keeping a list of your current medications or past medical procedures nearby in case the clinician asks
Dear Patient,

Vancouver Coastal Health (VCH) is working hard to provide patients with opportunities to have convenient and reliable access to healthcare services. In our review, we have determined that you are a good candidate for a video visit for your appointment. Please let us know if you prefer to have an in-person hospital visit.

To be successful in having a video visit, you will need the following equipment:

- Email
- Tablet, smart phone or computer
- Access to Wi-Fi internet
- A private space for your conversation

If you do not have this equipment, you may prefer to come into an office or hospital to meet with your healthcare provider.

In accordance with the Freedom of Information and Protection of Privacy Act, we will collect the personal information to confirm your identity and enable you to access virtual health visits. We may send you the registration invitations, appointment reminder notifications, and survey links to the email address you provided to us. We will only send information to the personal webmail address which you have provided to us. All of the information which you provide to us, including information about the care you receive, will be kept completely confidential.

Our intention is to improve your access to healthcare services through the use of technology and improve your overall healthcare experience. We realize that with the use of new technologies, things may not always go to plan. We are committed to assisting you through this process.

More information regarding privacy/security can be provided on request. If you have any questions or concerns about your appointment or would prefer to book an in-person visit, please inform us when we call you to book your appointment.
Using a Video Appointment to Communicate with your Health Care Provider

Vancouver Coastal Health (VCH) staff and physicians are committed to making care easy for you while protecting your privacy. We are using video appointment technology called Zoom, which can come with some risks or limitations.

What you need to know:

• We want the technology to be successful and simple to use. If it’s not, please let us know.

• Sometimes, a video appointment isn’t appropriate for care. We will only offer this type of visit if we think it is a good option for you.

• You do not have to have a video appointment, if you prefer to meet in person, let us know.

• Sometimes technology does not work, and there could be unexpected problems. We will do everything in our power to minimize a problem with technology.

• If for any reason the technology does not work, your team will arrange an alternative appointment.

• All the rules that apply to the practice of medicine in the province of BC apply to the use of technology and video appointments (e.g. documentation in the health record).

• Your care team will inform you if any other person(s) can hear or see any part of the conversation before the session begins.

• For your video appointment, you will need suitable Wi-Fi or network access. VCH cannot cover any data service costs associated with video appointments. Please note that Wi-Fi networks in public spaces (e.g. coffee shops) may be unsecure.

• Although security measures such as encryption is used to safeguard communications, “perfect security” does not exist on the internet and VCH cannot guarantee the security of the information you share over the internet.

• Like other mobile applications, the Zoom application requires permissions to access content on your phone to function. For example, permission to access the camera and microphone enables users to have the video appointment.

Contact Information

We welcome your comments and questions regarding video appointments between patients and VCH care providers. If you have questions regarding privacy or security, please contact us at the following

VCH Information Privacy Office

Phone: (604) 875-5568 Email: privacy@vch.ca
FAQ

Q: What platforms support Zoom?

- Apple and Android devices, as well as Windows Desktop

Q: What about privacy and cost?

- Canadian privacy compliant
- Free download

Q: What do patients require to have a Zoom meeting?

- Access to internet (WiFi or Data)
- Smart Phone, Tablet, Computer
- Review Privacy notice – Appendix A
DEMO
Confirming Your Appointment ........................................

1. You will receive an email from your healthcare provider to confirm your appointment. When you open the email, you will see a link and follow the instructions.

   Hi there,
   You are invited to a Zoom video visit appointment with your care provider.
   When: Feb 3, 2020 09:00 AM Vancouver
   Topic: Healthcare Appointment

   Please confirm your appointment by clicking this link: https://zoom.us/webinar/registry/WN_XIXxyCWdQToaZf1x0dk7BvQ

   After confirming your appointment, you will receive an email containing information about joining the appointment.

2. Enter your information.

   Webinar Registration

   Topic: Clinic Visit
   Description: Please download the Zoom App and/or web browser before your first appointment. You can test your settings by clicking this link: https://zoom.us/test
   Time: Feb 3, 2020 10:00 AM in Vancouver

   Required Information:
   - First Name
   - Last Name
   - Email Address
   - Confirm Email Address

   Register
Join a Meeting from a Computer ..............................................

1

You will receive an email from your healthcare provider. When you open the email, you will see a link to the Zoom meeting. Click the ‘Join Zoom Meeting’ link.

2

Your may be prompted to download and run the program.

3

Select the ‘Computer Audio’ tab and click ‘Test speaker and microphone’.

*Note: If steps #4-6 do not work for you, please skip to step #7 to join by phone.
You will see a screen that asks if you hear a ringtone. Ensure that your volume is turned up. When you are able to hear the ringtone, click ‘Yes’.

You will see a screen that instructs you to speak. If you hear the replay, click ‘Yes’. You will now see a screen that confirms your speaker and microphone are set up. Click ‘Join with Computer Audio’.

The toolbar shows your options. You can click ‘unmute’ to speak or ‘start video’ to turn your camera on.

*Note: If you are unable to get your computer speakers and microphone set up, or if the sound quality is not great, you can join the meeting by phone.

Open the incoming email from your healthcare provider. When you open the email, you will see dial-in phone numbers and a meeting ID. Dial the Canadian phone number and enter the meeting ID to join the meeting.
Join a Meeting from a Smartphone or Tablet .................

1

You will receive an email from your healthcare provider. When you open the email, you will see a link to the Zoom meeting. Click the ‘Join Zoom Meeting’ link.

2

A pop up will appear asking you to enter your name. This name will appear on the healthcare provider’s screen so that they are aware who has joined the meeting. Enter your name and click ‘continue’. Another pop up will ask to access your microphone, click ‘OK’.

3

You will see a screen that gives you options to join the meeting. Select ‘call using internet audio’. You should now see a large image from the healthcare provider’s camera in the middle of the screen, and a small image from your camera in the corner.

4

The toolbar shows your options. You can click ‘unmute’ to speak or ‘start video’ to turn your camera on. Click the ‘leave meeting’ button to leave the meeting.
Resources …………………………………………………

**Zoom Support**

- Getting Started
- Audio, Video, Sharing
- Meetings & Webinars
- Zoom Phone

**Zoom Web Portal**

- Zoom FAQ
- Zoom Video Tutorials
- Live Tutorials