

# Zoom Application Use

Site Applicability: All PHC Sites

Practice Level: All PHC Staff: basic skill

## Requirements

These Zoom guidelines must be used by Providence Health Care (PHC) Staff and physicians when communicating by video conference via Zoom application with clients, patients or residents; family members or representatives; other care providers; and/or staff members; and in conjunction with the [PHC Emailing Policy](#) and [Province of BC Health Authorities Telehealth Clinical Guidelines](#).

**NOTE:** For the purposes of these guidelines, “clients, patients, or residents” include their family members or representative.

## Need to Know

Zoom should only be used for appropriate clinical scenarios, when the clinical interaction does not require physical examination or the application of peripheral diagnostic equipment. Appropriate scenarios will be defined by each clinical program area.

## Equipment and Supplies

- ✓ Access to email
- ✓ Tablet, smart phone or computer
- ✓ Access to Wi-Fi Internet
- ✓ A private space for conversation

## Guideline

### Prior to Communicating via Zoom:

- Discuss the specific clinical purposes for the Zoom videoconference(s) with all parties.
- Gather the necessary information (email address) to connect with the individual.
- Communicate the common risks of Zoom communications and provide client(s), patient(s), and resident(s) with the Notice: Using a Video appointment to Communicate with your Health Care Provider form via email.
- Confirm with the client, patient or resident that they have read the Notice and would like to proceed with Zoom video conferencing.
- Inform the client, patient or resident when the Zoom interaction will occur or how a session will be scheduled.
- Schedule and send the meeting invitation to the client, patient or resident confirming the date and time of the Zoom interaction.

### **To Mitigate the Risk of Zoom Bombing:**

Zoom Bombing occurs when unauthorized users invade video calls with racist, pornographic, or vulgar content with the intention of either humour or logistical disruption. To mitigate the risk:

- Make all meetings password protected.
- Do not share meeting links on public-facing platforms.

If you experience Zoom Bombing, please notify [virtualvisits@providencehealth.bc.ca](mailto:virtualvisits@providencehealth.bc.ca)

### **Principles in using Zoom for communication:**

- Ensure that client, patient or resident email address, which is required to initiate a Zoom videoconference, is collected and stored in a secure fashion, ideally within the client, patient or resident's chart or electronic health record.
- Authenticate the owner of the email address. This may be accomplished by:
  - sending an initial email to confirm the right person is being contacted prior to sending the videoconference invite or communicating any personal information, or
  - asking the client, patient or resident to verify a piece of information that only they would know (i.e. date of birth, date of last appointment, middle name, etc.) by text or phone.
- At the beginning of each virtual visit, verify the patient's identity by asking for two types of identification, such as name, birthdate, address, and/or health card number.
- Ensure your camera is at eye level, your environment is confidential, your badges are visible to the patient, there are no visual distractions behind you, and you are as punctual for your appointments as possible.
- Do not record the Zoom clinical interaction. In cases where video recording is necessary, contact the PHC Information Access and Privacy Office for a privacy review.
- Limit Zoom communications to information necessary for the effective provision of care within a videoconferencing environment.
- Inform/introduce the individual to all those participating in the call at the beginning of video conference.
- Screen sharing is a function of Zoom. Ensure all other programs such as Microsoft Outlook email/calendar and other documents that may contain personal or confidential information are closed before initiating screen sharing.
- Ensure that the meeting invite, which contains the email address, is deleted out of the Staff member's Outlook calendar after the meeting has taken place.

### **Documentation**

- Document any clinically significant information in the client, patient or resident's chart, as you would in a face-to-face or other Telehealth consultation.
- Report any actual or potential privacy breaches associated with Zoom to the PHC Information Access and Privacy Office, as per [PHC's Managing Privacy Breaches Policy](#).

### **Patient and Family Education**

Provide patients with Notice: "[Using Video appointment to Communicate with your Health Care Provider](#)".