

Conduct a Virtual Health Visit Meeting (1:1 or Group) in Zoom for Healthcare from the Desktop Client

Requirements

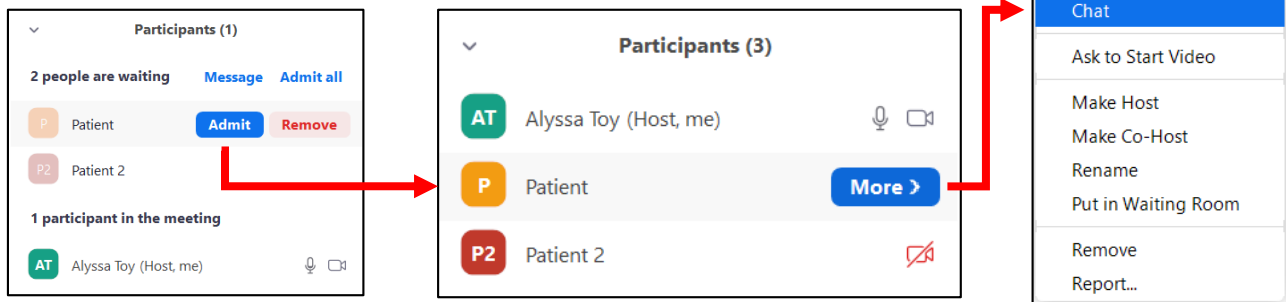
- Use the **Zoom desktop client** to host 1:1 or Group Virtual Health Visits.
- You may also use the **Zoom Cloud Meetings app** for 1:1 Virtual Health Visits.
- Do not use the web browser to conduct Virtual Health Visits.

Start the Virtual Health Visit meeting

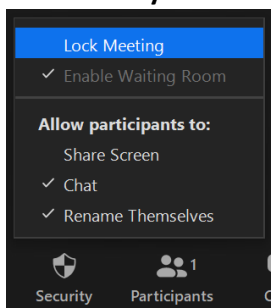
- Open the Zoom **desktop client** and sign into your Zoom for Healthcare account.
- Click **Meetings** and **Start** the upcoming Virtual Health Visit.

Admit patients from the waiting room and confirm their identities

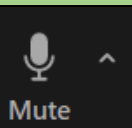
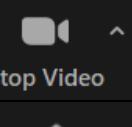

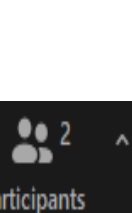

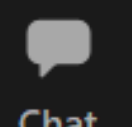
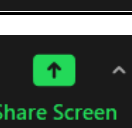
- From the toolbar, click **Participants** to view who is in the waiting room.
- Hover over the patient's name to **Admit** them.
 - You can also remove someone from a waiting room by clicking **Remove**. Once removed, they will not be able to join again.
- Once admitted, hover over the patient's name and click **More** and then **Chat**.
 - If conducting a 1:1 Virtual Health Visit, you can use the audio and video to talk to the patient instead of using chat.



- Verify each patient's identity in private chat by asking typical validation questions (e.g. full name, date of birth, PHN).
- Optional:** The displayed patient name can be changed by clicking **More** and **Rename**. Please note that the displayed name is shared with all participants of the Virtual Health Group Visit.
- Recommended:** Lock the Virtual Health Visit after all participants have joined.
 - Click **Security** and select **Lock Meeting**.



Meeting controls/options

Button	Function
 Mute	<ul style="list-style-type: none"> - Mute/unmute microphone - Click ^ to manage sound options
 Stop Video	<ul style="list-style-type: none"> - Start/stop video - Click ^ to manage video options - Choose a virtual background
 Security	<ul style="list-style-type: none"> - Lock the meeting - Options to allow participants to share screen, chat, rename themselves, unmute themselves - Remove participants - Report participants
 Participants	<ul style="list-style-type: none"> - View participants in the meeting and in the waiting room - Admit participants from the waiting room - From the participants window: <ul style="list-style-type: none"> - Mute/unmute specific or all participants - Start a private chat with specific participant - Make participant a host or co-host - Rename participant - Put participant back in waiting room - Remove and report participants - Invite additional participants - Lock the meeting - Click ^ to invite participants
 Chat	<ul style="list-style-type: none"> - Chat with all meeting participants or send a chat message to a specific participant
 Share Screen	<ul style="list-style-type: none"> - Share screen or specific application that is open Note: if sharing a video (e.g. from YouTube) or something with audio, tick off box to Share computer sound so participants can hear the audio - Click ^ to manage how many participants can share at one time
 Breakout Rooms	<ul style="list-style-type: none"> - If conducting a group visit, participants can be divided into breakout rooms for activities and discussion. Please see separate document for conducting Meetings with breakout rooms.

End the Virtual Health Visit meeting

1. Click **End** in the bottom right corner when the visit is finished.
2. Ensure you click **End Meeting for All**.
 - If you **end the meeting for all**, the Virtual Visit will close out for you and all participants.
 - If you **leave the meeting**, a new host must be assigned before you exit. The meeting will not end until the new host ends it.

In the unlikely event of technical issues, please **end the visit**. If conducting a:

- 1:1 visit: Switch to a telephone visit or reschedule
- Group visit: Reschedule.