

Conduct a Virtual Health Visit Webinar (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.

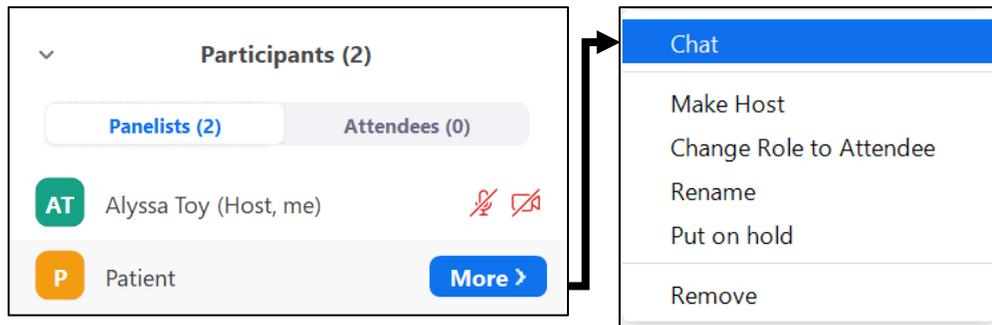
Start the Virtual Health Visit webinar

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

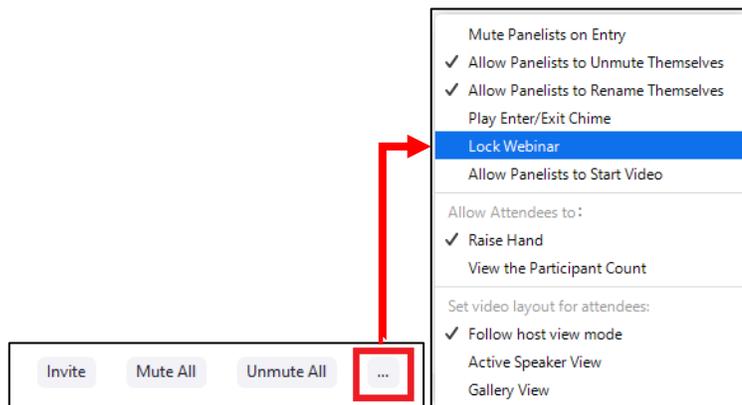
Confirm patient identities

1. From the toolbar, click **Participants** to view who has joined the webinar.
2. If conducting a 1:1 Virtual Health Visit, use audio and video to confirm the patient's identity.

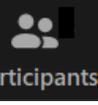
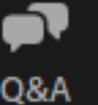
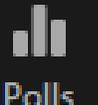
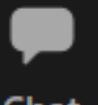
If conducting a group Virtual Health Visit, hover over the patient's name, click **More**, and then **Chat**. This will open a private chat with the patient and their identity can be confirmed in private.



3. **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.
4. **Recommended:** Lock the Virtual Health Visit after all participants have joined.
 - Open the **Participants** window, click ... and select **Lock Webinar**.



Webinar 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 camera - Click ^ to manage video options
 Participants	<ul style="list-style-type: none"> - View webinar panelists and attendees - Promote attendee to panelist role - Invite additional participants - Mute/unmute specific or all participants - Remove participants - Rename participants - Lock the webinar
 Q&A	<ul style="list-style-type: none"> - Questions received from attendees (will not be applicable in Virtual Health Visits as patients are joined as panelists)
 Polls	<ul style="list-style-type: none"> - Create a poll for attendees to answer (will not be applicable in Virtual Health Visits as patients are joined as panelists)
 Chat	<ul style="list-style-type: none"> - Chat with all webinar 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

End the Virtual Health Visit webinar

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 webinar**, the Virtual Visit will close out for you and all participants.
 - If you **leave the webinar**, a new host must be assigned before you exit. The webinar 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.