

Schedule and conduct a Virtual Health Visit Meeting with Interpreter in Zoom for Healthcare

Requirements

- The **web browser or desktop client** version of Zoom can be used to schedule Virtual Health Visit meetings.
 - Note: The desktop client does not include options for adding a meeting description, scheduling from a meeting template, or adding registration.
 - The instructions below show how to schedule a meeting from the web browser.
- If a clerk is scheduling on behalf of a provider, the provider must assign scheduling privileges in advance.
- Enable meeting passwords to be embedded in invitation URLs. This allows for patients to click to join.
 - Click on Settings tab.
 - Scroll to Embed password in meeting link for one-click join and toggle to 'on.'

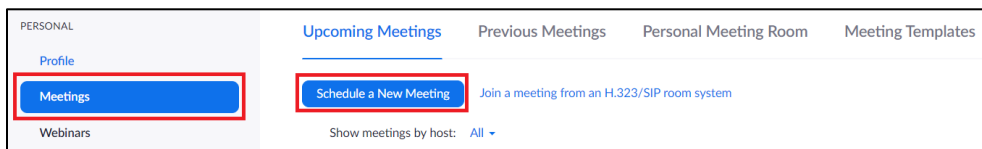
Embed password in meeting link for one-click join

Meeting password will be encrypted and included in the join meeting link to allow participants to join with just one click without having to enter the password.



Schedule the Virtual Health Visit meeting

1. Sign into your Zoom for Healthcare account on the web browser - <https://zoom.us/>
2. Click on the **Meetings** tab.
3. Click **Schedule a New Meeting** or **Meeting Templates** to select from your meeting templates.



4. Complete meeting details:
 - **Date and time.**
 - **Registration:** Leave as un-ticked.
 - **Schedule for:** Pick the name of the person you want to schedule for, otherwise leave as 'Myself.'
 - **Meeting ID:** Leave as 'Generate automatically'. Do not use your Personal Meeting ID.
 - **Meeting Password:** Leave as randomly generated password. The patient and interpreter do not need to enter the password to join their visit. The invitation URL has the password embedded.
 - **Video:** Change to 'On.'
 - **Audio:** Leave as 'Both.'
 - **Meeting options:**
 - i. Enable join before host – leave as un-ticked. Participants still need to be admitted from the waiting room.
 - ii. Mute participants on entry – optional
 - iii. Enable waiting room – permanently enabled for security purposes. The meeting host/alternative host will be able to view a waiting room and admit or remove users as required.
 - iv. Only authenticated users can join – leave as un-ticked to allow patients to easily join

- **Alternative Hosts (optional):** assign an ‘alternative host’ to start the Virtual Health Visit on behalf of the provider. The alternative host must have a PHSa Zoom account.

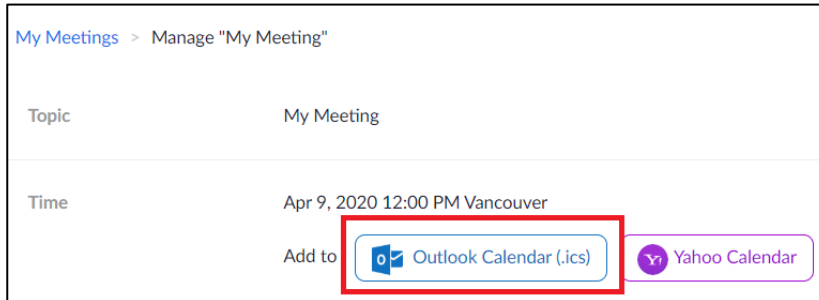
5. Click **Save** when all meeting details are completed.

The meeting will be visible under “Meetings” in the Zoom desktop client and Zoom Cloud Meetings app for the meeting host and scheduler.

If you would like to add the event to your Outlook calendar, please see steps below.

Invite patient to the Virtual Health Visit meeting

1. Click **Outlook Calendar (.ics)** to download the .ics file.



2. Click the **.ics download** to open it. Outlook will automatically open and populate a calendar event.

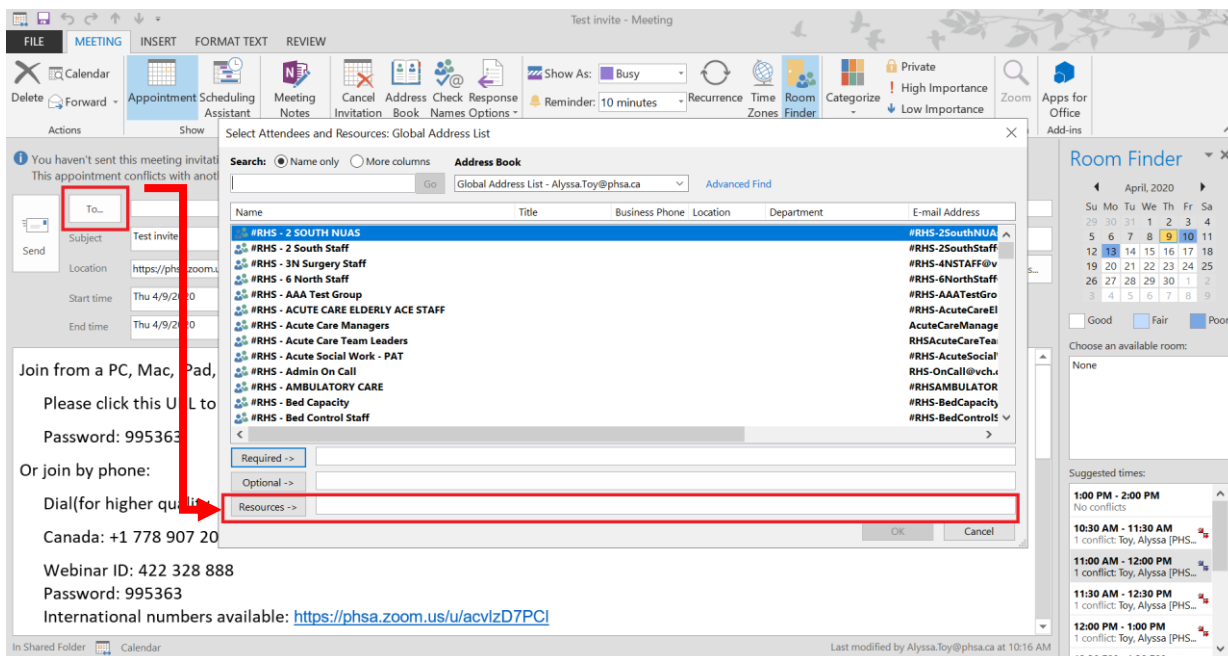
3. Click **Invite Attendees**.

4. Click **To**.

5. Enter patient, provider, and alternative host’s email addresses as **Resources**.

- If email addresses are invited as **Required** or **Optional**, they will be exposed to all recipients of the invitation.

6. Click **OK**.



7. Click **No** on the pop up asking if you want to change the location of the event to the email addresses entered.

- If you click **Yes**, any email addresses entered as resources will be listed as the location for the event. Patients will be able to see each other’s email addresses and/or patients can see the provider’s email address.

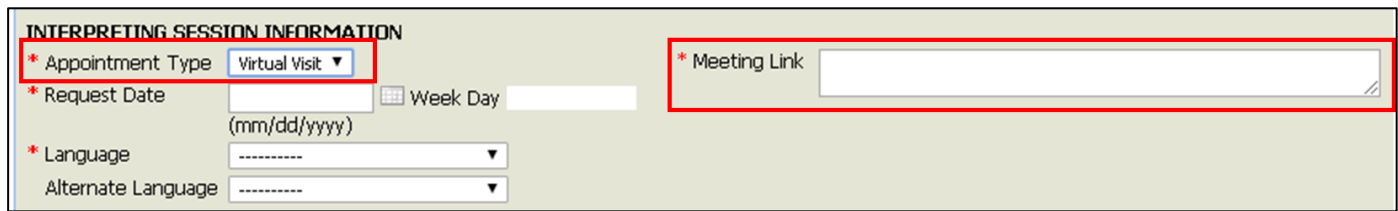
8. Click **Send** to send the invitation.

Request an Interpreter via Provincial Language Service (PLS)

1. Scroll down to **Invite Attendees**.
2. Right click the **Join URL** and copy it.



3. Access the **Provincial Language Service (PLS) Online Booking System**, using your PLS account.
 - If you need PLS account credentials please connect with the PLS at: 604.297.8400 or Toll-free: 1.877.BC TALKS (228-2557)
4. Create a **new request**.
5. Choose **Virtual Visit** as Appointment Type.
6. Paste the **Zoom meeting URL** into the Meeting Link field.



The screenshot shows the 'INTERPRETING SESSION INFORMATION' form. The 'Appointment Type' dropdown menu is set to 'Virtual Visit' and is highlighted with a red box. The 'Meeting Link' text input field is also highlighted with a red box. Other fields include 'Request Date' (with a calendar icon and '(mm/dd/yyyy)' format), 'Language', and 'Alternate Language' dropdown menus.

The PLS will work on the request. **PLS will only contact you if an interpreter cannot be found.**

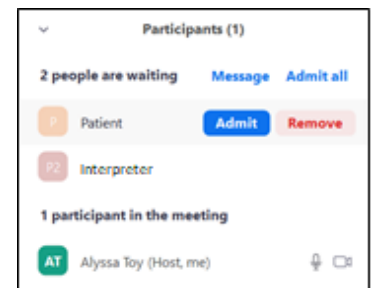
Start the Virtual Health Visit meeting

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

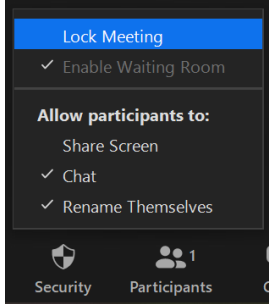
*Do not use the web browser or Zoom Cloud Meetings app to conduct group Virtual Health Visit meetings.

Admit patient and Interpreter from the waiting room and confirm their identities

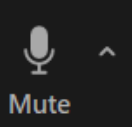
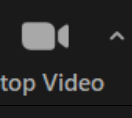

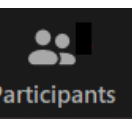
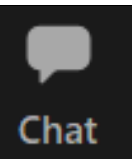
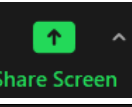
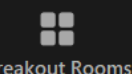
1. From the toolbar, click **Participants** to view who is in the waiting room.
2. Hover over the patient’s and interpreter’s names to **Admit** them.
 - You can also remove someone from a waiting room by clicking **Remove**. Once removed, they will not be able to join again.
3. Confirm the correct interpreter has joined the Virtual Health Visit Meeting.
4. With the Interpreter, confirm the patient’s identity by asking typical validation questions, e.g. full name, DOB, PHN.
5. **Optional:** The patient and interpreter names 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.
6. **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
 Security	<ul style="list-style-type: none"> - Lock the meeting - Remove participants - Report participants
 Participants	<ul style="list-style-type: none"> - View meeting participants - Mute/unmute specific or all participants - Remove and report participants - Invite additional participants - Lock the meeting
 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
 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

- Click **End** in the bottom right corner when the visit is finished.
- 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** and switch to a telephone visit or reschedule.