

Schedule and Conduct a Virtual Health Visit Webinar with Interpreter in Zoom for Healthcare

Requirements

- Use the **web browser** version of Zoom to schedule Virtual Health Visit webinars
- Use the **desktop client** version of Zoom to conduct Virtual Health Visit webinars with patient and Interpreter
- If a clerk is scheduling on behalf of a provider, the provider must assign scheduling privileges in advance
- Enable webinar 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.'

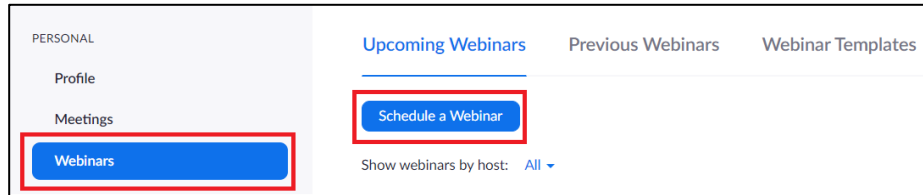
Embed password in meeting link for one-click join

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 webinar

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

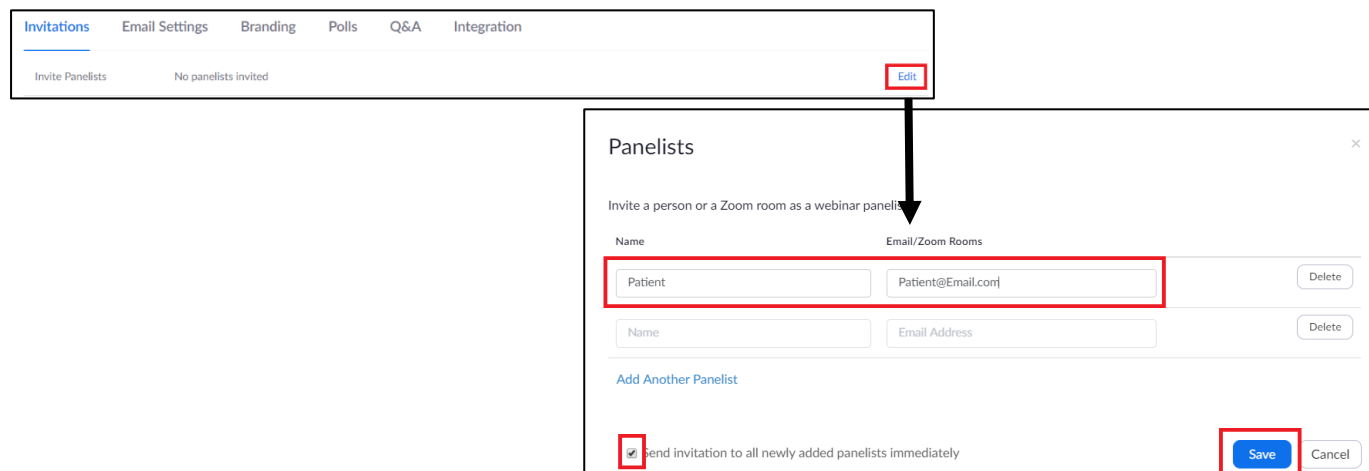


4. Complete webinar details:
 - **Date and time**
 - **Registration:** Leave as un-ticked.
 - **Webinar Password:** Leave as randomly generated password. The patient does not need to enter the password to join their visit. The invitation URL has the password embedded.
 - **Schedule for:** Pick the name of the person you want to schedule for, otherwise leave as 'Myself.'
 - **Video:** Change to 'On.'
 - **Audio:** Leave as 'Both.'
 - **Webinar Options:** Leave as is.
 - **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 **Schedule** when all webinar details are completed.

The webinar will be visible under "Meetings" in the Zoom desktop client for the webinar host and scheduler. If you would like to add the event to your Outlook calendar, please see steps below.

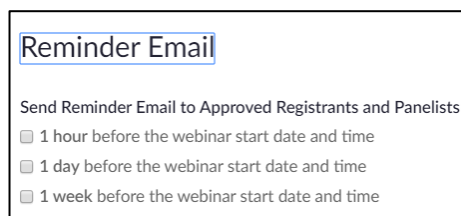
Invite patient to the Virtual Health Visit webinar

1. Now that the visit is scheduled, scroll down to **Invitations** and invite the **patient as a panelist** by clicking **Edit**.
2. Enter the patient's name and email address.
3. Click **Save**. The patient will automatically be sent an email invitation through Zoom.



Set up an automatic Virtual Health Visit email reminder

1. Click **Email Settings**.
2. Click **Edit** next to No reminder email to Attendees and Panelists to adjust the settings.
3. Select the reminder option(s) you prefer.
4. Click **Save**.

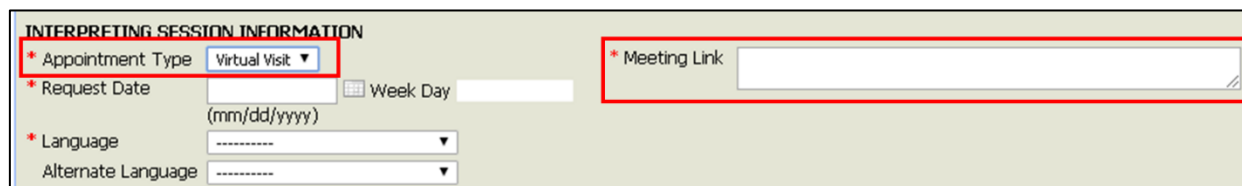


Request an Interpreter via Provincial Language Service (PLS)

1. Scroll down to **Invite Attendees**.
2. Click **Copy the invitation**.



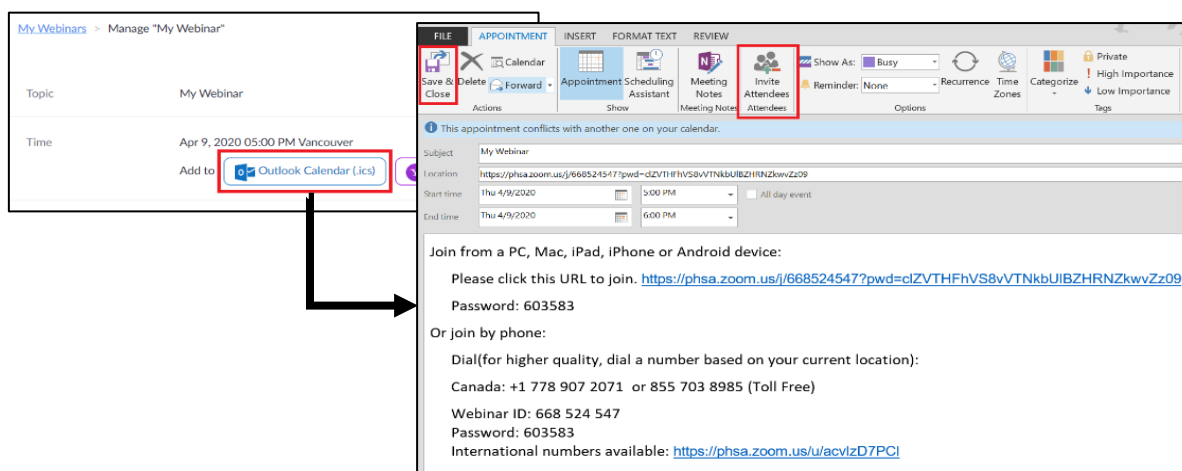
3. Access the **Provincial Language Service (PLS) Online Booking System**, using your PLS account.
 - If you need PLS account credentials please connect with the PLS at: 604.297.8400 or Toll-free: 1.877.BC TALKS (228-2557)
4. Create a **new request**.
5. Choose **Virtual Visit** as 'Appointment Type.'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



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

Add webinar to your Outlook calendar (optional)

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. If you are a clerk scheduling on behalf of the provider, invite the provider and/or alternative host as an attendee and click **Send**.
4. **Save and Close** the calendar event.



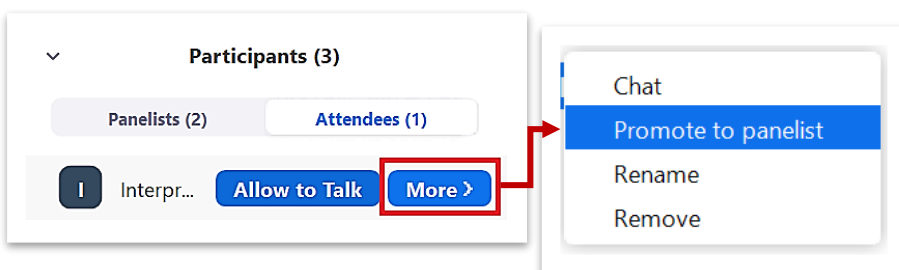
Start the Virtual Health Visit webinar

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

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

Promote the Interpreter to a Panelist

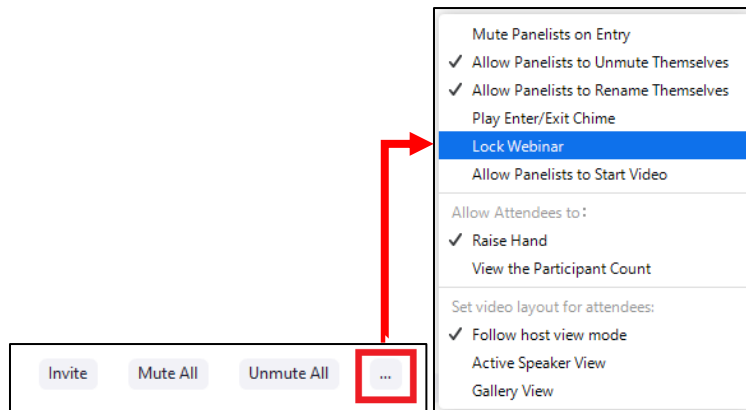
1. In the bottom task bar, click **Participants**.
 - The **patient** is listed under **Panelists**.
 - The **Interpreter** is listed under **Attendees**.
2. Click **Attendees**.
3. Click **More** next to the Interpreter's name.
4. Click **Promote to panelist**.
 - You must promote the Interpreter to the panelist role to hear and see them.



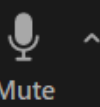
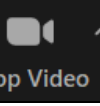
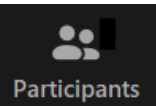
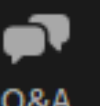


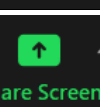
Confirm the Interpreter and patient's identities

1. Confirm the correct interpreter has joined the Virtual Health Visit webinar.
2. With the Interpreter, confirm the patient's identity by asking typical validation questions, e.g. full name, DOB, PHN.
3. **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.