

Office of Virtual Health (OVH) Zoom for Virtual Health Visits (Zoom4VHV): Terms of Use

The use of OVH Zoom4VHV, hereinafter referred to as Zoom4VHV is subject to the following terms:

1. By accessing, using, or requesting a Zoom for Virtual Health Visits (Zoom4VHV) account, you agree to follow and are bound by the Terms of Use outlined in this document. If you do not accept all of the Terms of Use, your request for a Zoom4VHV account cannot be processed. If you have already activated your Zoom4VHV account, send a request to OVHZoomSupport@phsa.ca to terminate it.
2. You acknowledge that your account may be terminated if you are not able to comply with the Terms of Use.
3. OVH defines Virtual Health Visits as a technology-enabled remote interaction between providers, provider(s) and patient(s), and patients and families to address the patients' health.

Account usage

4. You will provide accurate and complete information about yourself during account registration ("Your Information") and update Your Information as required.
5. You will use the Zoom4VHV for conducting Virtual Health Visits and/or supporting Virtual Health Visits. Supporting Virtual Health Visit activities include Virtual Health Visit scheduling, Zoom training, workflow development and troubleshooting.
6. You will not use your Zoom4VHV account to host meetings for personal or business purposes that are not related to clinical care.
7. You will not use any Zoom account other than your Zoom4VHV account for conducting or supporting Virtual Health Visits.
8. Any annotations created in a Virtual Health Visit will not be saved (feature automatically turned off).
9. You will not disclose your password to others or allow others to use your account.
10. You acknowledge that when you leave your organization, your account will be deleted or upon request transferred to another Zoom account.
11. You acknowledge that your account will be deactivated if it has not been accessed for a period of three (3) months. A request to reactivate your account can be submitted to OVHZoomSupport@phsa.ca.
12. You acknowledge that if you no longer need or want your Zoom4VHV account, you can email OVHZoomSupport@phsa.ca and request to deactivate, terminate or transfer your account.
13. By use of Zoom for Healthcare account you will adhere to the security protocols required for use of the platform (e.g. including but not limited to the use of single-sign on (SSO)).

Training

14. You will complete the self-study Zoom4VHV training prior to using Zoom4VHV. Currently, this training is comprised of reviewing:
 - [OVH Zoom4VHV resource page](#)
 - [Zoom4VHV Guides for Virtual Health Visits and FAQs](#)

15. You will periodically review the [OVH Zoom4VHV resource page](#) for new or updated training resources and requirements.

Devices

16. You will access Zoom4VHV through the desktop application (Zoom Client for Meetings), mobile app (Zoom Cloud Meetings) or web browser. The desktop application is installed on all health authority workstations and is updated regularly.
17. You ensure that the use of a personal computer and/or mobile device to access Zoom4VHV is in compliance with your organization's policies, and that the Zoom4VHV application and antivirus software on your devices are up to date.

Virtual Health Visits

18. You will obtain verbal or digital consent from the patient before engaging in a Virtual Health Visit.
19. You will share the [Notification of Risks](#) with the patient.
20. You will make reasonable efforts to validate the patient's identity at the start of the Virtual Health Visit
21. You will adhere to any policies and guidelines that apply to Virtual Health Visits within the context of your clinical setting. For example, all PHSA staff engaging in Virtual Health using Zoom4VHV are responsible for adhering to the [PHSA Virtual Health Policy](#).

Security and Privacy

22. You will adhere to the best practices recommended by PHSA Privacy and Security to optimize the security and privacy standards for Virtual Health Visits. The recommendations and best practice for Virtual Health Visits can be found on the [OVH Zoom4VHV resource page](#).
23. You will comply with all applicable computer information system usage, privacy, and other policies and applicable laws within the context of your clinical setting.
24. You will make every effort to join Virtual Health Visits from a private location on a secure network to protect confidentiality and security.
25. You acknowledge that your use of Zoom4VHV will be monitored and documented in an audit log, which is reviewed regularly to ensure compliance with this Terms of Use.
26. You acknowledge that your usage of Zoom4VHV will be monitored and documented and potentially used for evaluation purposes.
27. Unauthorized usage of Zoom4VHV is considered a breach of this Terms of Use.
28. You must notify PHSA Information Access and Privacy Services (IAPS) if you suspect a breach of privacy or security has occurred.

Contact us

If you have questions about Zoom4VHV's Terms of Use, contact us at OVHZoomSupport@phsa.ca.