

Zoom for Healthcare - Frequently Asked Questions

BEFORE YOU GET A ZOOM FOR HEALTHCARE ACCOUNT

Why Zoom for Healthcare?

- Zoom is a cloud-based video conferencing software. Zoom for Healthcare is the only version of Zoom approved for the delivery of Virtual Health.

What are the differences between a free Zoom account and a Zoom for Healthcare account?

- Only Zoom for Healthcare is endorsed by the Ministry of Health for the COVID-19 emergency response
- Only Zoom for Healthcare is compliant with Canadian privacy regulations
- More details can be found on our [resource page](#).

Who can get a PHSA Zoom for Healthcare account?

- All PHSA, PHC, VIHA, HealthLinkBC, and Doctors of BC team members, including physicians, administrative and clinical staff involved in the delivery of Virtual Health can request an account.

Who will pay for my Zoom for Healthcare account?

- During the COVID-19 emergency, PHSA will provision Zoom for Healthcare accounts for free. Licence negotiations for post COVID-19 have been initiated.

Can I use my personal email address for my Zoom for Healthcare account?

- A health authority domain email is recommended. Under special circumstances, exceptions will be considered.

Can a shared email (e.g. clinic email) be used to create an account?

- It is recommended that each user engaged in Virtual Health should have their own account. Requests for shared accounts will be reviewed on a case-by-case basis.

Do I need an account to schedule in Zoom for Healthcare on behalf of a provider?

- Yes, even for scheduling meetings you will need a Zoom for Healthcare account.

Can I use my personal Zoom account for Virtual Health Visits?

- No, as a health care provider, you can only conduct Virtual Health Visits from a PHSA Zoom for Healthcare account.

What if I have a personal Zoom account linked to my work email, but I need to upgrade to a Zoom for Healthcare account?



- If you have requested a PHSA Zoom for Healthcare account, you will be able to seamlessly convert your personal account into a Zoom for Healthcare account. Instructions will be included in your 'activation' email.

What if I have a personal Zoom phone linked to my work email, and I want to request a Zoom for Healthcare account?

- Unfortunately you can't use the same email address for your Zoom phone and your Zoom for Healthcare account.

ACCOUNTS FOR PATIENTS

Do patients need a Zoom for Healthcare account to join the Virtual Health Visit?

- No, patients do not need a Zoom for Healthcare account, but can use their personal account to join a Virtual Health Visit.

Is the privacy and security compromised if the patients are using a personal account?

- No, security and privacy standards of the Virtual Health Visit are not compromised if the patient joins using a personal account. Only the host (provider) needs to be logged into Zoom for Healthcare.

REQUESTING YOUR ZOOM FOR HEALTHCARE ACCOUNT

Do I need an account if Zoom is already installed on my work computer?

- Yes, you will still need to request an account.

How do I request an account?

- You can request an account online at <https://bcvh-zoom.phsa.ca>.

ACTIVATING YOUR ZOOM FOR HEALTHCARE ACCOUNT

How do I activate my account?

- After requesting an account, you should receive an automated welcome email from Zoom with a link to activate your account and create a password. You will also receive a second email from PHSA with instructions.

What should I do if I haven't received an activation email?

- If you use more than one email account, verify which email address has been used to request your Zoom for Healthcare account.
- Check your junk or spam folder.



- Go to (<https://zoom.us>) and select 'sign in'.
 - Click 'forgot password' and enter your email address used to request a Zoom for Healthcare account.
 - If 'User not found' contact officeofvirtualhealth@phsa.ca.

What should I do if my account activation email has expired?

- Go to (<https://zoom.us>) and select 'sign in'.
 - Click 'forgot password' and enter your email address used to request a Zoom for Healthcare account.
 - If 'User not found' contact officeofvirtualhealth@phsa.ca

USING YOUR ZOOM FOR HEALTHCARE ACCOUNT

Who should I contact before getting started with Virtual Health Visits?

- Before getting started, we recommend you contact your program operation leader for information on integrating Virtual Health in the program service delivery model.

If I have Zoom already installed on my work computer, can I log into Zoom for Healthcare with my PHSA network credentials?

- No, you still have to request a Zoom for Healthcare account (see above) and create your own password. The login credentials for Zoom for Healthcare will be different from your network login.

How do I know I'm logged into my Zoom for Healthcare and not a personal account?

- Mobile device: go to 'Settings'. Next to your name you should see 'Licensed' if you are logged into your Zoom for Healthcare account.
- Web browser (e.g. Google Chrome): Go to Zoom.us, log into your account, go to 'Profile' and look for 'Account No' ending with -7599.
- Desktop application: Open the desktop application, click the gear icon, and 'Profile' from the menu option, and then 'My Profile'. This will prompt the web browser version of Zoom to open. Sign in and look for 'Account No' ending with 7599.

What kind of Virtual Visits does Zoom for Healthcare support?

- Virtual Health Visits can be booked as webinars, meetings or instant meetings. Find more information on how to get started with these meetings on our [resource page](#).

On what devices can I access Zoom for Healthcare?

- You can access your Zoom for Healthcare account from your computer (desktop application or web browser) or from your mobile devices (app or web browser).

- Recommended platforms:

Web browser	<ul style="list-style-type: none"> • Book meetings and webinars • Change account settings
Mobile app	<ul style="list-style-type: none"> • Run Virtual Health Visits (1:1) • Instant meetings
Desktop application	<ul style="list-style-type: none"> • Run Virtual Health Visits (1:1 and 1:many) • Instant Meetings

Can I use my personal device for Virtual Health Visits?

- Yes, during the COVID-19 emergency, you can use your personal computer or mobile device for Virtual Health visits. Ensure you are signed in on your device with your Zoom for Healthcare account using the latest desktop client or mobile application.

What can I do to protect the privacy and security of the Virtual Health Visit?

- Follow [this simple guide of security best practices](#), which include using automatically generated meeting ID, enabling meeting waiting room, and locking the meetings and webinars.

SUPPORT AND TRAINING

Where can I get help with integrating Virtual Health in the clinical workflow?

- Contact your program operation leader to get support on integrating Virtual Health into the program service delivery model.
- Most clinical programs at PHSA offer program-specific guidance and training on how to integrate Zoom for Healthcare.

What technical support is available for staff?

- For account requests and activation issues, email officeofvirtualhealth@phsa.ca.
- For other technical inquiries, email the Service Desk (servicedesk@phsa.ca) and use “Zoom for Healthcare” in the email subject.
- Private practice physicians can contact DTOinfo@doctorsofbc.ca for support.

What other resources are available?

- The Office of Virtual Health has a Zoom for Healthcare [resource page](#) for staff and providers, which also has step-by-step guides on how to get started with Virtual Health and Zoom for Healthcare.
- The Office of Virtual Health also offers interactive introductory webinars to get you started with Zoom for Healthcare. Dates are also posted on our [resource page](#).



SUPPORT FOR PATIENTS

- Information to help patients getting started with Virtual Health Visits with Zoom can be found on our [patient resource page](#).
- A service helpdesk for patients is currently not available.

CONTACT US

- You can email us at officeofvirtualhealth@phsa.ca for more information and feedback.

