

IMITS Digital Health Team and Office of Virtual Health bulletin April 9, 2020 **Zoom security and privacy update**

We have heard your questions regarding recent security issues raised in media about Zoom, and we are pleased to share with you the recent actions we have taken to ensure your patients' security and privacy. We also have some [quick tips for best practices](#) you can follow to help keep your Virtual Health Visits secure and private.

Zoom: the version you use makes a difference

To protect the privacy and security of your Virtual Health Visits, PHSA and the Ministry of Health endorse the use of the **Zoom for Healthcare** version. Additional measures have been put in place to make your appointments and your patients' personal information even safer.

What you can do to optimize your security and privacy during Zoom Virtual Health Visits

- Discourage sharing meeting links on public-facing platforms
- Enable/assign a Co-Host that has the same administration duties while the administrator/host presents. Disable the *Allow Removed Participants to Rejoin* option, which prevents those removed from the call to come back.
- You can read more information and access links in this [PHSA bulletin](#).

Recent updates provide even better protection during a Zoom Virtual Health Visit

Zoom for Healthcare meets PHSA privacy and security requirements; we have updated the following configurations to even better protect the patient's security and privacy:

- All Virtual Health Visits are password protected
- Virtual 'Waiting Rooms' are enabled for all meetings
- Virtual Health Visits can no longer be recorded
- File transfer has been disabled, and
- Annotations during Virtual Health Visits are turned off

Zoom for Healthcare: Compliant with Canadian Data Protection regulations

Zoom is committed to protecting the security and privacy of their customers' data. This includes enabling customers in Canada to be compliant with Canadian Data Protection regulations, including the Personal Information Protection and Electronic Documents Act (PIPEDA) and, locally, the Personal Health Information Protection Act (PHIPA). Learn more in the [ZOOM HIPAA Compliance guide](#) and the [ZOOM PIPEDA/PHIPA Compliance document](#).

Note for installing updates to the Zoom for Healthcare platform

When there is a service update to Zoom for Healthcare, we will send out an IT broadcast to all users of the platform to ensure you are aware of the update and the reason for it. In order for your device to download the service update, it must be connected to the network at a health authority worksite.

We understand the challenge this may create as we are all doing our best to maintain physical distance, and encourage you to get in touch with your program leader if you have concerns or need assistance in getting your device updated.

Quick links

[Virtual Health Online toolkit](#)

[Toolkit Zoom page](#) (contains latest information updates, training documents and video tutorials)

Zoom Statements: Statements from Zoom on the measures they are taking to identify, address, and fix issues proactively, please see the following: <https://blog.zoom.us/wordpress/2020/04/01/a-message-to-our-users/>

For more information, please email us: officeofvirtualhealth@phsa.ca.