

Office of Virtual Health (OVH) *Zoom for Healthcare* Terms of Use for Providence Health Care (PHC) Users

By using an OVH *Zoom for Healthcare* account, you agree to the Terms of Use outlined in this document. You acknowledge that your account may be terminated if you do not comply with the Terms of Use.

Account Usage

1. You will only use your *Zoom for Healthcare* account to conduct and/or support Virtual Health Visits.
 - Virtual Health Visits are technology-enabled remote interactions between providers, provider(s) and patient(s), or patients and families to address patients' health.
 - Supporting Virtual Health Visits includes visit scheduling, Zoom training, workflow development and troubleshooting.
2. You will not use any Zoom account other than your *Zoom for Healthcare* account for conducting Virtual Health Visits. Your Account Profile page in Zoom will say "Account Name: Office of Virtual Health" if you are logged in to your *Zoom for Healthcare* account.
3. You will not disclose your password to others or allow others to use your account. If you need someone to schedule Zoom meetings on your behalf, you will assign scheduling privileges to that person's Zoom account.
4. Your account will be deactivated if you do not access it for a period of three (3) months. A request to reactivate your account can be submitted to OVHZoomSupport@phsa.ca.
5. If you no longer need your *Zoom for Healthcare* account or you leave PHC, you will email OVHZoomSupport@phsa.ca and request to deactivate, delete, or transfer your account. Deactivated accounts can be reactivated with the settings and data intact, whereas deleting an account permanently removes the settings and data from Zoom.

Training

6. Prior to using *Zoom for Healthcare*, you will review PHC's Zoom user guides. You will receive an email with a link to the guides around the same time that you receive your Zoom account invitation email.

Devices

7. If you use a personal computer and/or mobile device to access *Zoom for Healthcare*, you will ensure that the *Zoom for Healthcare* application and antivirus software on your device are up-to-date, and you will comply with the [Mobile Computing and Portable Device Security Policy](#).

Virtual Health Visits

8. You will obtain verbal or digital consent from the patient before engaging in a Virtual Health Visit.
9. You will share PHC's virtual health [Patient Notice](#) with the patient.
10. At the beginning of each Virtual Health Visit, you will verify the patient's identity by asking for two types of identification, such as name, birthdate, address, and/or personal health number.
11. You will adhere to any policies and guidelines that apply to Virtual Health Visits within the context of your clinical setting.



Security and Privacy

12. You will adhere to best practices for minimizing security risks in Zoom, as described under “Zoom Security” on the [PHC Zoom for Healthcare webpage](#).
13. You will join Virtual Health Visits from a private location on a secure network.
14. Your use of *Zoom for Healthcare* will be audited and reviewed regularly for evaluation purposes and to ensure compliance with these Terms of Use.

Contact us

If you have questions about *Zoom for Healthcare*'s Terms of Use, email virtualvisits@providencehealth.bc.ca.