

Zoom Application Use

Site Applicability

All VCH Sites

Practice Level

VCH staff and physicians: basic skill

Requirements

These Zoom guidelines must be used by Vancouver Coastal Health (VCH) staff and physicians when communicating by video conference via Zoom application with clients patients or residents; family members or representatives; other care providers; and/or staff members; and in conjunction with the [VCH Emailing Policy](#) and [Province of BC Health Authorities Telehealth Clinical Guidelines](#).

NOTE: For the purposes of these guidelines, “clients, patients, or residents” includes their family members or representative.

Need to Know

Zoom should only be used for appropriate clinical scenarios, when the clinical interaction does not require physical examination or the application of peripheral diagnostic equipment. Appropriate scenarios will be defined by each clinical program area.

Equipment and Supplies

- Access to email
- Tablet, smart phone or computer
- Access to Wi-Fi Internet
- A private space for conversation

Guideline

Using a Video Appointment to Communicate with your Health Care Provider

- Discuss the specific clinical purposes for the Zoom videoconference(s) with all parties.
- Gather the necessary information (email address) to connect with the individual.
- Communicate the common risks of Zoom communications and provide client(s), patient(s), and resident(s) with the “[Patient Letter and Notice of Using Zoom to Communicate with your Health Care Provider](#)” via email.
- Confirm with the client, patient or resident that they have read the Notice and would like to proceed with Zoom video conferencing.

This material has been prepared solely for use at Providence Health Care (PHC), Provincial Health Services Authority (PHSA) and Vancouver Coastal Health (VCH). PHC, PHSA and VCH accept no responsibility for use of this material by any person or organization not associated with PHC, PHSA and VCH. A printed copy of this document may not reflect the current electronic version.

- Inform the client, patient or resident when the Zoom interaction will occur or how a session will be scheduled.
- Schedule and send the meeting invitation to the client, patient or resident confirming the date and time of the Zoom interaction.

Principles in using Zoom for communication:

- Ensure that client, patient or resident email address, which is required to initiate a Zoom videoconference, is collected and stored in a secure fashion, ideally within the client, patient or resident's chart or electronic health record.
- Authenticate the owner of the email address. This may be accomplished by:
 - sending an initial email to confirm the right person is being contacted prior to sending the videoconference invite or any personal information, or communicating
 - asking the client, patient or resident to verify a piece of information that only they would know (i.e. date of birth, date of last appointment, middle name, etc.) by text or phone.
- Do not record the Zoom clinical interaction. In cases where video recording is necessary, contact the Information Privacy Office for a privacy review.
- Limit Zoom communications to information necessary for the effective provision of care within a videoconferencing environment.
- Inform/introduce the individual to all those participating in the call at the beginning of video conference.
- Screen sharing is a function of Zoom. Ensure all other programs such as Microsoft Outlook email/calendar and other documents that may contain personal or confidential information are closed before initiating screen sharing.
- Ensure that the meeting invite, which contains the email address, is deleted out of the Staff member's Outlook calendar after the meeting has taken place.

Documentation

- Document any clinically significant information in the Client, Patient or Resident's chart, as you would in a face-to-face or other Telehealth consultation.
- Report any actual or potential privacy breaches associated with Zoom to the VCH Information Privacy Office, as per [IM 342: Reporting and Management of Information Privacy Breaches](#).
- Patient and Family Education Provide patients with "[Patient Letter and Notice of Using Zoom to Communicate with your Health Care Provider](#)"

Effective Date:	25-MAR-2020
Posted Date:	25-MAR-2020
Last Revised:	25-MAR-2020
Last Reviewed:	25-MAR-2020
Approved By: <i>(committee or position)</i>	VCH Endorsed By: Virtual Health Director, Regional, VCH Regional EOC for COVID-19
Owners: <i>(optional)</i>	VCH Developer Lead(s): <ul style="list-style-type: none"> • Leader, Virtual Health, VCH • Privacy Advisor, Information Privacy Office, VCH Development Team members: <ul style="list-style-type: none"> • General Legal Counsel/Chief Privacy Officer, Legal Corporate Services, VCH • Senior Legal Counsel, Information Privacy Office, VCH • Leader, Information Access and Privacy, PHC • Regional Practice Initiatives Lead, Professional Practice, VCH