

Schedule/Join an AHS Zoom Meeting

Schedule an AHS Zoom Meeting for Virtual Care

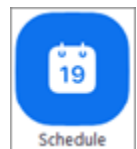
Important:

- Scheduling a meeting in Zoom or in an Outlook calendar, does not capture the required visit detail in the clinical record of care. **Ensure the Zoom clinical appointment is scheduled and the patient is registered in the record of care** (e.g., Connect Care, Sunrise Clinical Manager, paper chart).
- For MyAHS Connect Video Visits, refer to resources such as *MyAHS Connect Video Visit Quick Start Guide* in the [Connect Care Knowledge Library](#) located on Insite or available by contacting [Connect Care](#).
- AHS clinicians should inform patients every time they offer an appointment using virtual care technologies, and ensure that patients are aware they may have the option to attend in person.
- Whenever sending a link for videoconferencing, **never include** any identifiable health, personal, or business related information **without first encrypting the email**. See [Distributing Meeting Details](#).

Scheduled Meeting

This meeting type schedules a meeting or recurring meeting series at a specified date and time. If possible, use Scheduled Meeting instead of Instant Meeting, as the Scheduled Meeting Type enables AHS Virtual Health to collect Zoom utilization data.

1. To schedule an appointment in the Zoom app, go to Zoom home and select Schedule
2. The Zoom Topic and meeting/email Subject fields should not contain sensitive client information.



Note: Virtual Health is responsible for capturing and reporting AHS Zoom clinical usage data which includes information entered into the above fields. To be in compliance with AHS InfoCare's best practice guidelines *How to Email Confidential Information* (found on [InfoCare's Insite](#) page or by available by contacting [InfoCare](#)) do not include confidential patient information, such as patient identifiers, in these fields.

3. For privacy purposes:
 - a. The Zoom Meeting ID will default to **"Generate Automatically"**. Ensure this setting is used to keep each appointment separate and unique. This is required to prevent privacy breaches.

- b. A unique meeting password is enabled by default:



- c. It is recommended to use the Security Option to **enable a waiting room**.

Note: If enabled, keep in mind that the host (e.g., the person that booked the meeting) **will be required to join** to admit others to the meeting, even if **enable join before host** is selected.

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- d. **Meeting Type** is a mandatory field. Scroll to the Meeting Type field and select the most applicable meeting type from the drop down list. Select **Save** to continue.

Advanced Options ▾

Meeting Type: Select one (required):

- Patient Group Session
- Patient Visit
- Provider to Provider Consult
- Provider/Staff Education
- Non-Clinical Meeting

Zoom Meeting Type	Definition
1. Patient Group Session	Direct patient care. The session includes multiple patients for group treatment or education.
2. Patient Visit	Direct patient care. An appointment with a provider(s) and a patient. The patient's family or support person(s) may be in attendance. This may also include individual patient education, clinical rounds with the patient, etc.
3. Provider to Provider Consult	A patient-specific discussion with the <u>patient not present</u> . This may include one provider to one provider or many providers.
4. Provider/Staff Education	Any type of non-patient-specific education. Examples may include educational rounds, clinical skills development, in-services, etc.
5. Non-Clinical Meeting	A non-clinically related meeting. Examples may include team meetings, working group or committee meetings, communication discussions, HR interviews, etc.

- To modify other meeting options, select the drop down arrow beside **Advanced Options** and adjust as required. Select **Save** when complete.
- Options will display to distribute the appointment details; refer to [Distributing Meeting Details](#) below.

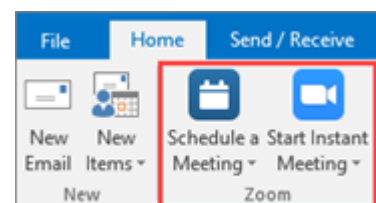
Instant Meeting

The Instant Meeting is useful if needing to meet 'just in time'.

- To instantly start a meeting in the Zoom app, go to Zoom Home and select New Meeting:
- This generates a unique meeting ID which ensures each appointment is separate and unique. This is required to prevent privacy breaches. Your **Personal Meeting ID is not unique and not recommended** for virtual care.
- Select **Invite** to add internal contacts or distribute the meeting link, or meeting ID and password.

Where possible, consider using the Scheduled Meeting type as it enables AHS Virtual Health to collect Zoom utilization data. The Instant Meeting type does not allow for this capability.

Tip: Zoom buttons display in your Outlook toolbar to quickly start an Instant or Scheduled Zoom meeting. **If the Zoom buttons do not display** for you, request the "Zoom Outlook plug-in" by contacting IT Service Desk.



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Distributing Meeting Details

Privacy & Support

For every Zoom appointment, confirm the patient's preferred contact method to send the Meeting ID and password, and confirm contact details (e.g., email, telephone).

Email Guidance

If contacting the patient via email, always use your AHS email account; **do not** create an external email (e.g., gmail) address.

The Zoom meeting invite may be sent directly via email to the patient by the person scheduling the meeting. Alternatively, the Zoom meeting details could be copied into an email for someone else to send to the patient (e.g., a Program Coordinator or Assistant, or from a program's generic AHS email).

Whenever sending a Zoom link to a patient for videoconferencing, **never include** any identifiable health, personal, or business related information **without first encrypting the email**. Review the *InfoCare Remote Conferencing and Meetings Quick Reference* resource on the [InfoCare Insite](#) page and the *Guide to Email Encryption* resources on the [Information Technology Insite](#) page. These resources are also available by contacting [InfoCare](#).

Using a Personal Device

When scheduling a Zoom appointment from a mobile device, it is **not recommended** to distribute the appointment link by text, as the patient will receive your cell phone number. For more information see *Messaging Guidelines for Virtual Care* located on the [AHS Virtual Health Insite](#) page or the [Virtual Health external](#) webpage.

While able to use a personal device to access and use the AHS Zoom app, be aware that Zoom will link to an active email account on the device to distribute meeting details easily. To avoid a patient from receiving your personal email address, **paste the Zoom Meeting link into a new email generated from your AHS email account**.

What to Give the Patient

Aside from the Meeting ID and password, provide the patient with instructions to join the Zoom meeting; refer to the *Virtual Health Patient Support Tool* located on the [AHS Virtual Health Insite](#) page and the [Virtual Health external](#) webpage. This includes technical, privacy, and instructional content. It recommends the patient do a test call.

Consider providing the patient with an alternative **contact number** from the clinical program to use in the event of connectivity issues, to avoid having to reschedule, if possible.

Upon encrypting an email, provide the recipient (e.g., patient) with **instructions to decrypt** the message. Review the *How to Use the New AHS Email Encryption* on the [InfoCare Insite Page](#) for further information. This is also available by contacting [InfoCare](#).

Other Resources:

- [Schedule a Zoom Meeting \(Video, 1 min\): https://youtu.be/XhZW3iyXV9U](https://youtu.be/XhZW3iyXV9U)
- *Transmission of Information by Facsimile or Electronic Mail, Policy 1133:*
<https://extranet.ahsnet.ca/teams/policydocuments/1/clp-ahs-pol-transmission-information.pdf>

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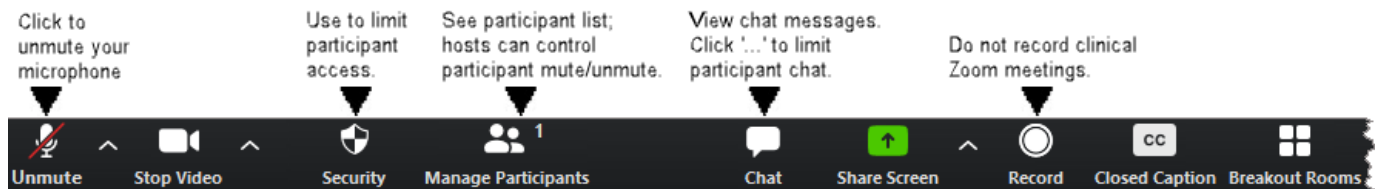
- Connect Care Physician Manual – Virtual Care: <https://manual.connect-care.ca/Communications/virtual-care>

Join a Zoom Meeting for Virtual Care

To join a Zoom appointment, click on the link provided by the sender. On mobile devices, download the Zoom app. If the app is not downloaded, you will be prompted to do so.

*Participants can join a meeting for free from their phone, desktop, mobile and tablet devices. **A participant does not require a Zoom account to join a meeting.***

For MyAHS Connect Video Visits, refer to resources in the [Connect Care Knowledge Library](#) located on Insite or available by contacting [Connect Care](#).



Key Resources:

- Test Call: <https://zoom.us/test>
- Joining a Meeting: <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>
- Configuring Audio & Video (Video, 2 mins): <https://youtu.be/-s76QHshQnY>
- Meeting controls (Video, 10 mins): https://youtu.be/ygZ96J_z4AY
- From iOS: <https://support.zoom.us/hc/en-us/articles/201362993-Getting-Started-with-iOS>
- From Android: <https://support.zoom.us/hc/en-us/articles/200942759-Getting-Started-with-Android>

Please note AHS Virtual Health frequently reviews and updates documents. To ensure you are using the most current version, please download directly from the Virtual Health [internal](#) or [external](#) webpage at the time of use.