Schedule/Join a Zoom Meeting

Schedule a 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 clinical appointment is scheduled in the patient’s record of care** (e.g., Connect Care, Sunrise Clinical manager, paper chart).
- For MyAHS Connect Video Visits, please refer to resources in the Connect Care Knowledge Library.
- 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.

**Instant Meeting**

*The Instant Meeting is useful if needing to meet ‘just in time’.*

a) To instantly start a meeting in the Zoom app, go to Zoom Home and click New Meeting:

b) 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.

c) Click **Invite** to add internal contacts or distribute the meeting link, or meeting ID and password.

**Scheduled Meeting**

*Schedules a meeting or recurring meeting series anytime now or in future.*

a) To schedule an appointment in the Zoom app, go to Zoom Home and click Schedule:

b) The Zoom Topic and meeting/email Subject should not contain sensitive client information.

c) 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.

d) For privacy, a unique meeting password is enabled by default.

e) For privacy, it is recommended to use the Advanced 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.

f) Options will display to distribute the appointment details; refer to Distributing Meeting Details.

**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.

For clinical workflow support, contact VirtualHealth.Info@ahs.ca. For technical support, contact ahszoom@ahs.ca.
Distributing Meeting Details

Privacy & Support

For every 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

Use AHS email when contacting patients; do not create a generic, external email (e.g., gmail) address. The meeting scheduler may send it directly, or copy and paste the Zoom meeting details for someone else to send on their behalf (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 (Guide to Email Encryption). Review the InfoCare Remote Conferencing and Meetings Quick Reference.

Using a Personal Device

When scheduling an 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.

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; paste the Zoom Meeting ID into a new email from your AHS email account, to avoid a patient from receiving your personal email address.

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 AHS Virtual Health Patient Support Tool. This includes technical, privacy, and instructional content. It recommends the patient do a test call.

Consider providing 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 (InfoCare Decryption Instructions).

Other Resources:

- Schedule a Zoom Meeting (Video, 1 min): https://youtu.be/XhZW3iyXV9U
- 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, please refer to resources in the Connect Care Knowledge Library.

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