

# 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'.*



- To instantly start a meeting in the Zoom app, go to Zoom Home and click 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.
- Click **Invite** to add internal contacts or distribute the meeting link, or meeting ID and password.

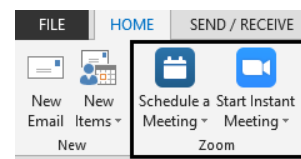
## Scheduled Meeting

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



- To schedule an appointment in the Zoom app, to go Zoom home and click Schedule:
- The Zoom Topic and meeting/email Subject should not contain sensitive client information.
- 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.
- For privacy, a unique meeting password is enabled by default:  **Require meeting password** 018968
- 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.
- 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](#).



### 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:

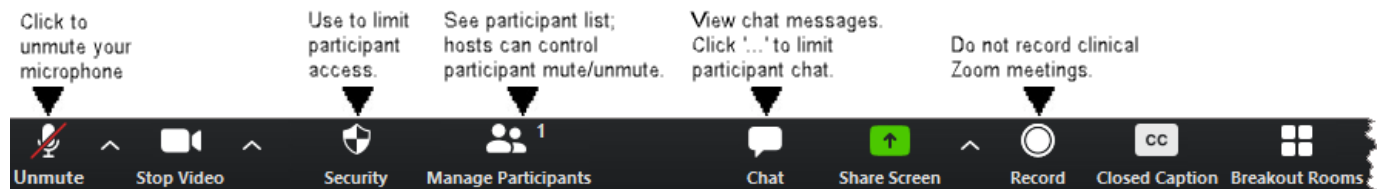
- [Schedule a Zoom Meeting \(Video, 1 min\): https://youtu.be/XhZW3iyXV9U](https://youtu.be/XhZW3iyXV9U)
- *Transmission of Information by Facsimile or Electronic Mail*, Policy 1133: <https://extranet.ahsnet.ca/teams/policydocuments/1/clp-ahs-pol-transmission-information.pdf>
- Connect Care Physician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