1. Why use Virtual Care and Zoom?

AHS Virtual Health, enables clinicians to deliver health services, expertise and information in real time over distance, improving access and eliminating barriers to patient care across Alberta and beyond. Our goal is to support quality virtual care - anytime, anywhere.

AHS has initiated an Enterprise version of Zoom videoconferencing. Zoom software allows providers flexibility to connect with patients virtually, such as in the home, on any device that meets minimum hardware and software requirements. AHS Zoom ensures health grade encryption, and passes internal security review and Canadian (and international) security standards. It is different from the public (free) version of Zoom, which should not be used to book AHS virtual clinical appointments.

This kit combines resources from Virtual Health, Connect Care, and Zoom. As information evolves, this kit will be updated. Physicians may also use the Connect Care Physician Manual – Virtual Care.
2. Your AHS Zoom Account

Accessing your AHS Zoom Account

Staff listed in the AHS Active Directory may activate their AHS Zoom account here: https://albertahealthservices.zoom.us. For additional detail to launch an AHS Zoom account, contact AHS Virtual Health.

Use your formal email address as is listed in AHS Active Directory, such as first.lastname@albertahealthservices.ca (not abbreviated).

Basic Account Features

- Host up to 200 participants
- Unlimited 1 to 1 meetings
- 40 mins limit on meetings with more than 2 people
- High Definition video (720p) and voice
- Screen sharing
- Join by telephone call-in
- Health-grade encryption
- No time limit for meetings with more than 2 people
- Book on behalf of another person (Scheduling Privilege)

Host License

AHS has a limited number of host licenses that are available at a cost to the organization. Additional approval is required. In addition to the basic account features, the licenses has:

To request one, complete the intake form located on AHS Virtual Health. Contact VirtualHealth.Info@albertahealthservices.ca with any questions regarding Zoom for clinical use.
3. Patient Considerations for Videoconferencing

a) Videoconferencing Algorithm: Single Provider to Patient Consultations

![Videoconferencing Algorithm Diagram]

b) Patient Screening for Videoconferencing

If video is required for the appointment, and the patient agrees to meet virtually, review the *AHS Virtual Health Zoom Screening Tool*, which will be available on Virtual Health. This document includes technical requirements and clinical considerations to support the visit.

4. Schedule and Join a Zoom Appointment

Review **important** privacy information, and instructions to book meetings and safely distribute AHS Zoom meeting details in the *Schedule or Join a Zoom Meeting* document Virtual Health.

5. Clinician Guidelines

**Privacy and Confidentiality**

- By using the AHS Enterprise Zoom account, calls are private and secure.
- Clinical sessions should be held in a confidential and private setting (e.g., with a door that closes).
- Do not activate video sharing immediately when joining the meeting; instead, turn on at the point of business or clinical need (e.g., for wound observation) and only for as long as needed.
- In the event of screen sharing, ensure all non-related client records, programs and files are closed prior to initiating call; ensure email alerts disabled or Outlook is closed.

**Best Practices**: To prevent unwanted screen-sharing, set Share Screen options, then Advanced Sharing Options, to Only Host can share. Additionally, reduce computer screen resolutions (e.g., 1280*800 or less) when screen-sharing to optimize viewing for others.

- Clinicians are to introduce themselves by Name, Occupation and Department (NOD).
- Verify client identity using approved Patient Identifiers; refer to the *AHS Patient Identification Policy*.
- Clients/family members and anyone else present should be introduced.
• Information collected by AHS staff for the purposes of treatment and care during the appointment will be kept confidential, as guided by Alberta’s Health Information Act.

Key Resources:

• PIPEDA Compliance: [Link to document]

• Connect Care Physician Manual – Virtual Care: [Link to manual]
Informed consent

Upon starting the virtual visit, confirm the patient’s consent to participate. The patient has the right to revoke consent to participate in a virtual visit at any time.

Key Resource:

- Virtual Health Recommendations for AHS Healthcare Professionals

Downtime

Downtime procedures will need to be developed by the clinical program to meet program needs (e.g., revert to telephone after 5 minutes of troubleshooting).

Recording

AHS health care providers shall not record Zoom clinical appointments. Zoom restricts participants from recording. Be advised, a patient might record sessions using other technologies.

Key Resource:

- Virtual Health Recommendations for AHS Healthcare Professionals

Clinical Documentation

- Document the patient’s consent to meet virtually and method used (e.g., Zoom, Skype)
- Document the virtual visit in the patient’s health record in accordance with AHS Clinical Documentation Process Directive #1173-01

6. Clinician Support

- Connect Care Physician Manual – Virtual Care: https://manual.connect-care.ca/Communications/virtual-care
- Infection Protection and Control Best Practice Guideline for cleaning equipment and devices used for virtual care: https://www.albertahealthservices.ca/assets/healthinfo/ipc/if-hp-ipc-cleaning-disinfection-info.pdf
- Ensure you have a reliable internet network connection (600kbps for high quality video, and 1.2 Mbps for high definition video – these vary slightly higher for group calling)
- Minimum system requirements: https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux
- Minimum mobile device and tablet requirements: https://support.zoom.us/hc/en-us/articles/201179966-System-Requirements-for-iOS-iPadOS-and-Android
Troubleshooting

- **Audio is not working on mobile device:** [https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android](https://support.zoom.us/hc/en-us/articles/204484835-My-Audio-is-Not-Working-on-iOS-or-Android)

- **Echo caused by participant** connected to the appointment audio on multiple devices, or two participants joined in from the same locale. More information: [https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting](https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting)

- **Video camera not working:** [https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working](https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working)

- For questions about Zoom for corporate, educational, non-clinical use, or for non-urgent AHS technical support, contact ahszoom@ahs.ca

- For clinical workflow support using Zoom, contact VirtualHealth.Info@ahs.ca

- For urgent application support, contact **Zoom Customer Support** with your Zoom Meeting ID: 1-888-799-9666, ext 2