

Patient Information for Virtual Care

What is Zoom?

Zoom is an application for your computer or mobile device like smartphone, or tablet. It lets you and your Alberta Health Services (AHS) health care provider see and talk to each other using a secure video link when it's not possible for you to meet in-person.

How will I know if I have a Zoom appointment?

Your health care provider will have discussed the video appointment with you in advance. If this is an appropriate option for you, then your health care provider will send you the appointment information, usually in an email or by telephone. In the appointment information, you'll be given a telephone number for your clinic, in case there's trouble with connecting on Zoom.

What device can I use?

You can use a desktop computer, laptop, or mobile device like a smartphone or tablet for your appointment. Make sure you have:

- The most up-to-date software and security patches installed on your device.
- A built in camera or webcam so your health care provider can see you.
- A headset or earphones (earbuds) with microphone, so you and your health care provider can talk to and hear each other. Some devices have these built in.

The use of Zoom will consume battery life quickly. Be sure your device is plugged in to power or has full charge during your appointment. You will lose your connection if your battery runs out.

Your health care provider will send you the appointment information, usually in an email. You do not need to sign up for Zoom. Your device will tell you to connect to the Zoom application. You may also join from a web browser without installing the app. The Zoom app will give the best quality.

- **What does my computer need for Zoom?** <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>
- **What does my mobile device/tablet need for Zoom?** <https://support.zoom.us/hc/en-us/articles/201179966-System-Requirements-for-iOS-iPadOS-and-Android>

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Is it private?

Zoom video calls are private and secure. During your appointment, health care providers will only ask for personal or health information they need. This information is used only for your care and treatment, and other purposes allowed by law. They will keep this information private, which is the law under Alberta's *Health Information Act*. This process is the same as when you come to the clinic or office for your appointment.

Zoom has a 'Virtual Background' option which lets you show an image or video as your background during a meeting. It's important to see you and any others who are in the room with you. Please don't use a Zoom 'Virtual Background' because it blocks the view.

How much will it cost me?

We suggest that you contact your internet or cellular service provider to find out if there might be any fees from them if you use video calls, and avoid unexpected costs. AHS is not responsible for these costs. The Zoom application is free. Clicking on the Zoom link won't cost you anything.

How do I make sure my device works before my appointment?

Before your appointment, test the device you plan to use. Use this link to do a self-test: <https://zoom.us/test>. **Note:** this is the testing provided by the application provider, Zoom, not AHS. There will **not** be a health care provider on the test call.

If you are hard of hearing or have other communication concerns, contact your health care provider before your call (e.g., to discuss adding subtitles or other communication supports).

How do I join my appointment?

Try to join your appointment 5 minutes early; your meeting ID is unique, so you will not join another appointment in progress. There are 2 options to join your Zoom appointment:

1. Click the link in the email you got about the appointment, or
2. Enter the Meeting ID and password into your Zoom app, or from join.zoom.us (on a desktop).

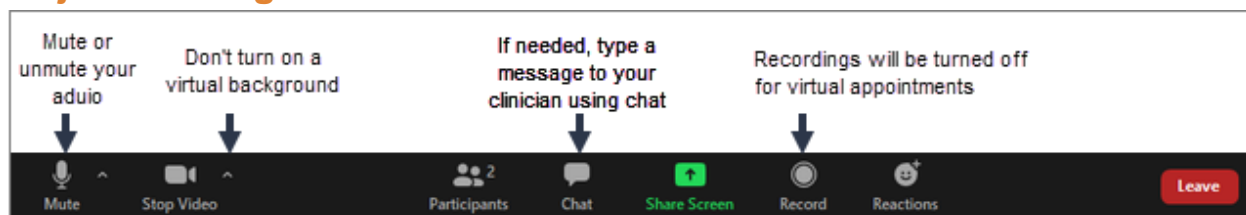
Note: You'll be asked to install Zoom or you can select "join from your browser" (if on a computer).

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Detailed Instructions to Join your Appointment

- **Join from your computer:** <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>
- **Join from your iPad or iPhone:** <https://support.zoom.us/hc/en-us/articles/201362993-Getting-Started-with-iOS>
- **Join from your Android device:** <https://support.zoom.us/hc/en-us/articles/200942759-Getting-Started-with-Android>

Adjust Meeting Controls



Where should I be for my appointment?

Choose a place that is private, quiet, and well-lit. This will protect your privacy and help you and your health care provider to see and hear each other well during the video call. If there are other people in the room with you, then please tell your provider at the beginning of the appointment.

What if I have trouble?

For technical problems, try the suggestions below. For more help with Zoom before or during your appointment, call your clinic at the number they gave you.

- **Be sure you have a reliable internet network connection** (check with your service provider if you're not sure) and close any applications you do not need to run at the same time as Zoom
- **Audio is not working on mobile device:** <https://support.zoom.us/hc/en-us/articles/200942759-Getting-Started-with-Android>
- **There is an echo:** This may be caused if one person joins audio on more than one device at the same time: <https://support.zoom.us/hc/en-us/articles/202050538-Audio-Echo-In-A-Meeting>
- **Video camera is not working:** <https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>