

# Virtual Health

## Connecting From Home Using ZOOM

**Virtual Health** allows you to see, hear, and talk to members of your healthcare team from your home.

You can use a smartphone, tablet, or personal computer with a web camera and microphone.

You do need to be able to connect to the internet through cable, Wi-Fi, satellite, or cellular data. You are responsible for costs related to this connection.



### Using virtual health, you can...

- ✓ **Get access** to healthcare providers and services.
- ✓ **Work with** your healthcare provider from home to plan your care.

Your healthcare provider could include your family doctor, nurse practitioner, dietitian, physiotherapist, occupational therapist, respiratory therapist, social worker, or specialist (such as a heart doctor, kidney doctor, or psychiatrist).



### Problems connecting to ZOOM?

**Call for technical support 1-844-442-4433**

Monday to Friday, 7:00 a.m. to 7:00 p.m.

Saturday 10:00 a.m. to 2:00 p.m.

### About Virtual Health Visits

- Your healthcare provider asks you for your email address and phone number. This is to send you the instructions by email or text on how to join the virtual health visit from your personal electronic device. It might also include a 'meeting' invite.
- Check your email on your computer or phone, including your Junk folder, to make sure you got the invite information (and invite). If you did not get anything, contact your healthcare provider.
- Confirm the meeting by replying to the email or text. Mark the date on your calendar.
- Think of your virtual health visits as a regular appointment with your healthcare provider. You will be able to hear, see, and talk to your healthcare provider. They will be able to see, hear, and talk to you.
- Speak clearly and normally. You don't need to raise your voice or shout.
- You can have a family member or friend with you, when appropriate. Please introduce them at the start of the visit.
- Sometimes technology doesn't work. We will try to prevent this. If there is a problem, we will arrange for another visit.
- If you feel the virtual health visit does not meet your needs, you can stop it at any time. You can schedule a face-to-face or phone appointment for a later time.

## How long is a Virtual Health visit?

The length of a virtual health visit can vary. It depends on your medical condition and needs for care.

## Can I still meet with my healthcare provider in person?

Yes, virtual health is your choice.

If you prefer, you can schedule a face-to-face appointment. Face-to-face appointments can take longer to arrange. You would have to travel to the appointment.



## How do I ask for a Virtual Health visit?

Ask your healthcare provider if virtual health visits are possible and appropriate as part of planning your care.

If it is available and appropriate, your healthcare provider will arrange a time for your first virtual health visit.



## Your comments

We welcome your comments.

Please ask your healthcare provider about completing a satisfaction survey.



## Before your Virtual Health Visit using ZOOM

Choose the device you are going to use.

A smartphone or tablet is preferred. Desktop or laptop computers need to have a web camera, microphone, and speakers.

The easiest way to download ZOOM is to do so when you join your first 'meeting'. If you want, you can do it manually beforehand.

In case you are worried about downloading ZOOM, it does not hold any of your personal information. It is only a tool to communicate with you.

## For Smartphones and Tablets

- To download **ZOOM Cloud Meetings** App before the meeting:

**Apple iOS:** Needs iOS 8.0 or higher.  
[apps.apple.com](https://apps.apple.com)



**Android:** Needs Android 5.0 or higher.  
[play.google.com](https://play.google.com)

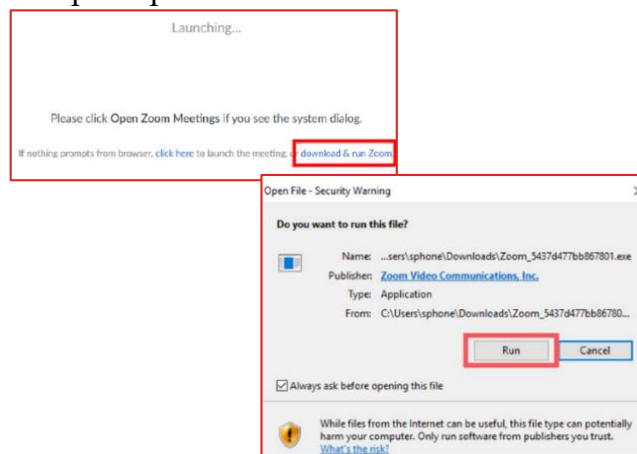


## For desktop and laptop computers

Use Google Chrome, Safari, Firefox, or Edge browsers. *Do not use Internet Explorer!*

To download when you first join a Virtual Visit:

- Click on **Join ZOOM Meeting**, and follow the prompts to download and run the Zoom.



To download manually from [www.zoom.us](https://www.zoom.us):

- Under **Resources**, select **Download ZOOM Client**
- Download **ZOOM Client for Meetings**.

A QR code (short for 'quick response' code) is a type of barcode that you scan with your smart device's camera. Once scanned, it takes you to that web page.

fraserhealth.ca

This information does not replace the advice given to you by your healthcare provider.

## Joining your Virtual Health Visit using Zoom

- Receive your Virtual Health Visit invite by email.
- Open the email on the device you will use to attend your visit. Do this about 5 minutes before your scheduled visit.
- Click on the link below **Join Zoom Meeting**.



### On a smartphone or tablet

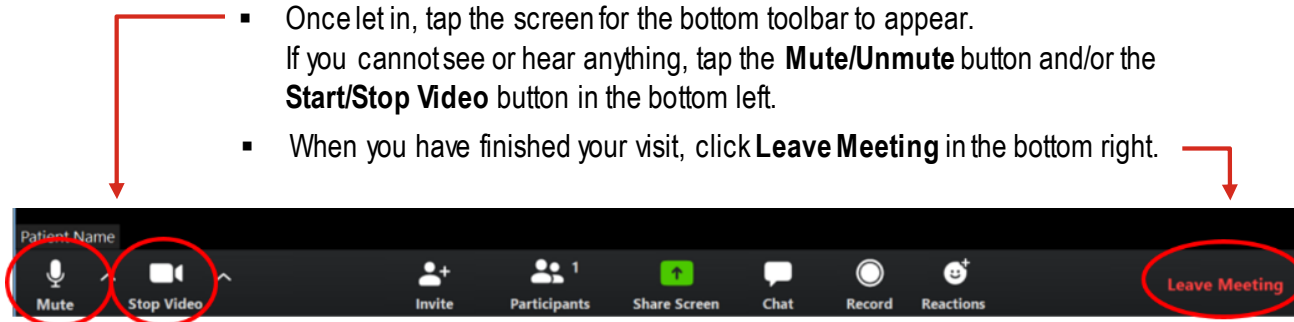
- A box might appear asking if you want to open Zoom. Click **Open**.
- Enter your name.  
(This is the name your provider sees so they know who has joined the meeting.)
- Click: **Join Meeting** (Android) **Continue** (iPhone)
- A box might appear asking if you want to connect to Zoom. Click **Join**.
- Boxes appear asking to access to your camera and microphone.  
Click: **Allow** (Android) **OK** (iPhone)
- iPhone only: A box appears asking to send you notifications. Click **Allow**.
- A box appears asking if you want to join audio. Click **Call using Internet Audio**.

### On a computer

- If not already installed, the computer will ask you to download and run Zoom. (see the previous section)
- A box might appear asking if you want to open Zoom. Click **Open**.
- Enter your name.  
(This is the name your provider sees so they know who has joined the meeting.)
- Click **Join with Computer Audio**.

### You are now in your Virtual Visit.

- You are in a virtual waiting room. Wait until your provider lets you into the visit.
- Once let in, tap the screen for the bottom toolbar to appear. If you cannot see or hear anything, tap the **Mute/Unmute** button and/or the **Start/Stop Video** button in the bottom left.
- When you have finished your visit, click **Leave Meeting** in the bottom right.





# Virtual Health: Risks of Using Technology

## How is my privacy protected?

There are risks to using this type of technology to send personal information.



We will not send personal information by email unless we have to. We will do what we can to confirm that any personal information we send is being received by you and only you, but it is never possible to be 100% certain who we are communicating with outside of a face-to-face visit.

Be assured that we adhere to the *B.C. Freedom of Information and Protection of Privacy Act* for everything related to your virtual health visits.

Only those healthcare providers involved in your care are allowed to see or hear your personal health information.

We do not record your virtual health visit. We ask that you do not record it either.

Your virtual visit is very secure (encrypted). Unfortunately, we cannot guarantee that the visit will not be transmitted outside of Canada. This is because of the way this technology works and where the application company is located.

## Are there risks to communicating electronically?

Yes, unfortunately there are.



- Your information could be requested, viewed, changed, or deleted if you allow computer programs, applications, or people access to your device or email account
- Your information could be at risk if it is stored on a device infected with a computer virus or malware (malicious software usually installed without your knowledge).
- Third parties can intercept electronic communications.

For more on how we care for your information, see '[Caring for Your Information](#)' under 'Risks of using technology' online by:

- searching '[Virtual Health Tools](#)' on [fraserhealth.ca](https://fraserhealth.ca)
- clicking the links above
- scanning this QR code



## How can I protect my privacy?

Please note that we cannot control what happens to your information once it is stored:

- on your device
- by your telecommunications provider
- by software or application providers
- by other applications that might have access to your messages

You are responsible for the security of your own computer, tablet, smartphone, and email service.

## Tips to help protect your privacy:

- ✓ Protect your passwords! Someone could pose as you by sending us a request from your device or email account.
- ✓ Delete emails and texts you no longer need.
- ✓ Download computer software and applications (Apps) from trusted sources (Google Play, Apple App Store).
- ✓ Set permission controls on your device so applications do not have access to your text messages and emails.
- ✓ Set limits on what other information you permit your Apps to access.
- ✓ When using Wi-Fi, use a secure Wi-Fi network. Try not to send personal information while using public Wi-Fi.
- ✓ Use antivirus software on your devices. Regularly scan your devices for viruses and malware.
- ✓ If you share your computer screen with your healthcare provider, make sure they cannot see anything you want to keep private.

## Not sure how to do some of these things?

Ask a person you trust to help you set up your device so it is secure.