

TÉLÉSANTÉ

Quebec Telehealth
Network

TELEHEALTH VIRTUAL ENCOUNTERS - ZOOM (HEALTH PROFESSIONAL)

Benefits of virtual healthcare

- In the context of the COVID-19 pandemic, a number of scheduled in-person consultations can be held by video conference in order to reduce travel and the risk of contamination, particularly for those who are most vulnerable.
- Virtual healthcare can replace face-to-face appointments **at the discretion of the health professional**.
- **IMPORTANT:** A virtual encounter can only be initiated by a health professional using a Zoom Telehealth license. The FREE or PRO version of Zoom is not authorized by the MSSS to carry out virtual encounters.

Prerequisites - Installing and testing the technology

1. Activate the Zoom Telehealth license that was provided to your institution . Always use the confirmed email address and password to sign in.

2. Get ready to use the ZOOM application:

Option 1: Install the application on your device:

Download the Zoom application by using the link from the Welcome email, step 2 (zoom.us/download)

Please note: some institutions won't allow the download of the application on your desktop.

Option 2: Use the web application through your web browser (google Chrome preferably) :

Go on msss.zoom.us, choose one of the following actions *Start, Schedule or Launch* and sign in with your email address and password.

3. Test drive the application with your colleagues by following the steps above.

STEP 1 - Evaluating the possibility of a virtual encounter with a user

1. Get in touch with the patient in the traditional ways (ex: phone) and assess the possibility to conduct a virtual encounter with him, and confirm the time and date if possible.

2. Note the patient's **phone number** and **email address**

3. Ask the patient for his **verbal consentment** to Telehealth

The patient need:

- An internet access with at least 10 Mbps speed
- Necessary equipment (desktop or laptop computer with a camera and microphone, tablet, or smartphone).

*The patient doesn't have to get a Zoom account.

Suggested consent request:

Note that all information shared during our virtual encounter is considered confidential. Although telehealth uses secure and certified technologies, there are privacy risks associated with any digital communication. You can help mitigate that risk by being in an environment that facilitates maintaining confidentiality. In addition, this consultation will not be recorded nor used for purposes other than those intended. Please let me know if you understand and agree.

STEP 2 - Preparing the virtual encounter

Option 1: **Scheduled** virtual appointment :

1. I schedule the meeting:

Procedure if I've installed **ZOOM** on my device:

I click on



Schedule

2. Once the meeting is scheduled, I invite the patient to join the meeting by copying the connection information

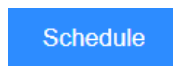
Copy to Clipboard

and pasting it into the invitation email I send to the patient.

The patient will refer to the connection information to join the meeting on the scheduled date and time.

Procedure if I go on **zoom.us** :

I click on



2. Once the meeting is scheduled, I invite the patient to join the meeting by copying the connection information

Copy the invitation

and pasting it into the invitation email I send to the patient.

The patient will refer to the connection information to join the meeting on the scheduled date and time.

Option 2: **Unscheduled** virtual appointment

(example: I am on the phone with the user and we agree to have a virtual meeting immediately)

1. I start the meeting

Procedure if I've installed **ZOOM** on my device:

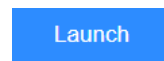
I click on



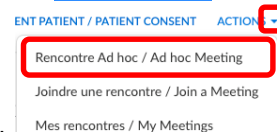
New Meeting

Procedure if I go on **zoom.us** :

I click on



than



2a. Once the meeting has started, I invite the patient to join it by copying the connection information



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Invite

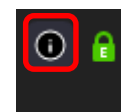
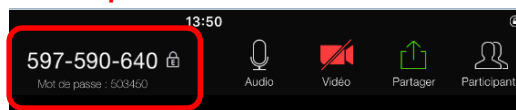
+

Copy Invitation

and pasting it in the invitation email I send to the patient.

OR

2b. Once the meeting has started, I write down the **Meeting ID** and **password**...



...and I tell the patient to get to **zoom.us**, and click on

Join

The patient then needs to type in the **Meeting ID**, followed by the **password** before getting into the waiting room.

STEP 3 - Conducting the virtual encounter

For safety purposes, the patients who are joining the meeting will at first get to a waiting room.

Please allow each patient to join the meeting by clicking on



and **Admit** the patient at your convenience.

Important: Make sure you agree with the patient on an alternative in the event of a technical problem or loss of connection (example: have his phone number nearby, and make sure that he has his phone at reach.)

STEP 4 - Ending the virtual encounter

The health professional should add to the **patient's file** that the consultation was carried out as a telehealth virtual encounter and that the patient has given his verbal consentment.



Visit the Quebec Telehealth website
for all documents and tools: <https://telesantequebec.ca>