

## ZOOM Consent, Instructions and Troubleshooting

You have the option to have a Virtual Health appointment. You can choose video or you can have your appointment by phone. We are using Zoom as the Alberta Health Services AHS approved Virtual Health video service. If at any time you feel that a Zoom appointment is not right for you, tell your healthcare provider. They will cancel or stop the appointment and make other plans to provide the healthcare you need.

If you have read the information below and agree to a Virtual Health appointment, please click on the Zoom link provided to you by the health clinician at the time of the appointment. By joining the Zoom appointment, you are giving consent.

To help you decide, here is some information about Virtual Health:

- We are using Virtual Health right now because of COVID-19 and the need to limit in person appointments.
- Your clinic will let you know the services that will be provided to you during your Virtual Health appointment and/or any services that they cannot provide during that time.
- During your Virtual Health appointment, you and your clinician may talk about how you are feeling, review your treatment plan and care options, and your clinician may give you health information and education.
- The Virtual Health service is free for you. You will need access to internet (Wi-Fi) or a phone data plan.
- Alberta Health Services Virtual Health technology connections are secure. Any personal or health information you share with your healthcare provider during the appointment is used only for your care and treatment and other purposes allowed by law. Your healthcare provider keeps this information confidential, which is the law under Alberta's Health Information Act.
- For your Virtual Health appointment, you will need to be in a private, quiet and well-lit area so that your health information and privacy is protected and your health care provider can hear and see you well.
- You and your health care provider will let each other know who you are and the reason for your appointment. You should tell each other if anyone else is in the room or comes in to the room during your appointment, and name who they are, even if they can't be seen on the screen.
- There may be some limitations associated with virtual care appointments. For example, the healthcare provider's assessment may be limited to what they can see on screen and they may want to see you in person for more of an assessment. They may choose to end the videoconference and schedule an appointment to see you in person at another time.
- If the Virtual Health technology doesn't work on the day of your appointment, your healthcare provider may need to contact you to book a new appointment with you for a different day and time. If the technology is not working, you can call the clinic where your healthcare provider is located, to let them know.
- You may have a family member or someone else you trust with you during your appointment.
- If at any time you feel that a Virtual Health appointment is not right for you, tell your healthcare provider and they will cancel or stop the appointment. Then they will make other plans with you so you'll keep getting the healthcare you need.

If you have read the above information and agree to a Virtual Health appointment, please click on the Zoom link provided to you by the health clinician at the time of the appointment. By joining the Zoom appointment, you are giving consent.

If you will be joining the appointment by smart phone or tablet, please load the 'ZOOM Cloud Meetings' app prior to the appointment time. Here is what the app looks like:



If you are joining by a desktop computer/laptop, you will be joined right away by clicking on the link sent to you at the time of the appointment. If your computer does not have a camera or microphone you will not be able to use Zoom. Make sure your speakers are turned on and volume is high.

Thank-you for taking the time to read this information. Please call the clinic that sent you this letter if you have any questions.

### 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, 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.

Be sure your device is plugged in to power 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>

### 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.

## 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:

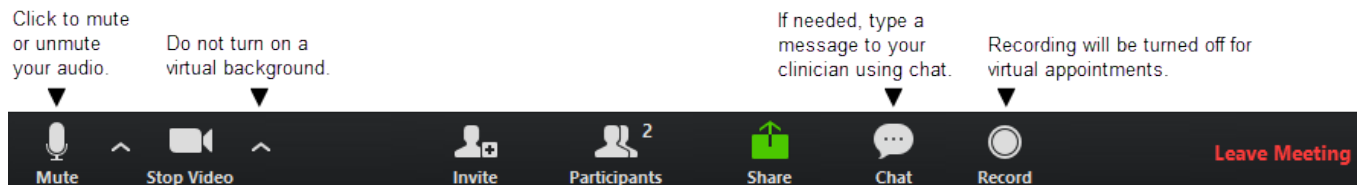
1. Click the link in the email you got about the appointment, or
2. Enter the Meeting ID and password into your Zoom app, or from [join.zoom.us](https://join.zoom.us) (on a desktop).

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

## 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>