



Zoom for Healthcare Updates for Existing Users

Please be advised, the following are important updates regarding Zoom for Healthcare.

Updated NSHA/IWK Zoom for Healthcare website

'Telehealth Zoom' will now be referred to as 'Zoom for Healthcare' to better align with government partners.

Visit the new NSHA/IWK branded Zoom for Healthcare [Landing webpage](#).

The NSHA/IWK Zoom for Healthcare website has been reorganized to improve user experience. Please note, 'Additional Resources' and 'Training' are now on separate sub-pages which can be accessed from the main [Zoom for Healthcare page](#).

An FAQ has been developed to address common questions around Zoom for Healthcare privacy and security. It is available for your review in the [Latest News](#) section of the Zoom for Healthcare webpage.

Training

Training sessions will no longer be offered daily after May 1st. Training sessions will be offered via Skype for Business at 12pm on the following dates:

Dates	Skype for Business Training Session
<ul style="list-style-type: none"> • Week 1: May 5th & 7th • Week 2: May 12th & 14th • Week 3: May 19 • Week 4: May 26 	Internal NSHA: Join Skype Meeting External NSHA: Skype Web App

Check the [NSHA/IWK Zoom for Healthcare Training page](#) for updates related to training dates/times.

Updated Zoom for Healthcare Resources

Zoom for Healthcare resources have been updated to reflect the changes in name, to include enhanced privacy instructions, translation of patient resources, and provide new and additional information for NSHA/IWK users. They are available in the [Zoom for Healthcare Orientation Package](#).

New Zoom for Healthcare HCP Resources

Several new resources have been developed based on feedback and requests for clinical use case scenarios:

- Group Patient Education
- Clinical Case Conferencing

- 'Waiting Rooms' for Virtual Clinics

They can be found on the [Additional Zoom for Healthcare Resources](#) webpage.

Please contact VirtualCare@nshealth.ca if you need more information on how to use Zoom for Healthcare in the above scenarios.

New Zoom for Healthcare Patient Resources

The following new patient resources have been developed based on feedback and requests for more patient instruction:

- 'Joining a Meeting' with:
 - Mac Computer
 - PC
 - iPhone
 - Android
- Patient Information Guide – Zoom for Healthcare – French Version
- Tips for Patient Virtual Appointments – French Version

They can be found in the [Zoom for Healthcare Orientation Package](#). These resources are also **now available** for patients to access directly on the [NSHA Virtual Care public webpage](#).

Continue to visit the [Zoom for Healthcare](#) webpage to ensure you have the most recent versions of the resources.

Language Services

If you require a language interpreter for a Zoom for Healthcare meeting, please visit the [Language Services](#) intranet page.