

Virtual Appointments

Zoom for Healthcare

Guide for Administrative Assistants

If you are an Administrative Assistant supporting a Health Care Provider (HCP) who will be offering virtual appointments using Zoom for Healthcare, you can assist your HCP in many ways.

Please ensure you are familiar with the documents in the [orientation package](#).

The following are key tasks that **may** be relevant to the Administrative Assistant role:

- **Contact Patients** for virtual appointment booking. If you will be the initial point of contact to offer patients the option to attend their appointment virtually, please ensure you are familiar with the first section of the [HCP Virtual Visit Checklist](#): ‘Initial Offer of Virtual Appointment to Patient’ so that you are comfortable speaking about this.
 - **Review technical requirements and training resources** so you are comfortable speaking about Zoom for Healthcare to patients.
 - **Review Virtual Visit Patient Information Guide** with patients.
 - **Obtain patient email addresses** and verbal consent to communicate with them this way.
 - **Create the Zoom for Healthcare appointment** for your HCP. Please familiarize yourself with the “Create the Virtual Appointment” section of the [HCP Virtual Visit Checklist](#). Review how to assign a user in the HCP account to schedule meetings on their behalf (see Zoom [scheduling privilege](#) webpage).
 - **Email Template to Patients** If you will be sending the virtual visit invitation email to patients, please ensure you are familiar with the HCP Template Email Invitation to Patients and are comfortable attaching the correct documents.
 - **Test calls** with the patient prior to their virtual visit appointment to ensure their equipment is working. If this is the case, please ensure you have videoconferencing capabilities on your computer.
 - **Registering patients.** There are several documents to review as the process is different from regular telehealth appointments: [NSHA Booking and Registration Guide](#), [Registration – Virtual Care Information for Physicians](#) and [Non-Physicians](#), as well as the registration section of the [Guidelines for HCPs – Zoom for Healthcare](#).
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