Virtual Visits
Zoom for Healthcare
Training for Health Care Providers and Admin Assistants

If you are a Health Care Provider (HCP) who will be offering virtual visits using Zoom for Healthcare or an Administrative Assistant scheduling on behalf of an HCP, please review the following:

System Requirements for both HCPs and patients

- An internet connection – high-speed internet or wireless (3G or 4G/LTE)
- Speakers/microphone or headset – built-in, plug-in or wireless Bluetooth
- A webcam or HD webcam - built-in or USB plug-in

Creating the Zoom for Healthcare Appointment

Note: If an administrative assistant will be scheduling virtual visits on behalf of the HCP, they will need their own Zoom for Healthcare account and must be assigned scheduling privileges from the HCP's account.

Sign in using either the Zoom web portal or the desktop client. Instructions for downloading the desktop client can be found here. If you are having challenges downloading the desktop client, and are using an NSHA/IWK issued device, you can install the Zoom desktop client from Software Centre (SCCM). For assistance with Software Centre, contact the IT Helpdesk at 1-866-224-2555.

Instructions for creating an appointment via the Zoom mobile app, web portal and the desktop client can be found here.

Note: Copy and paste the meeting URL and Meeting ID into the email template we have provided in your package. If assistance is required with copying and pasting text, please review this video.

Joining a Zoom for Healthcare Appointment and Using Controls

To sign in to the Zoom for Healthcare Appointment, follow these steps.

Instructions about how to use **Host Controls** can be found here.

Note: These instructions outline much of the functionality that Zoom has to offer, however for the purposes of your virtual visit, much of this functionality will not be required or available - for example, options for recording the visit will not be available due to our PIPEDA and PHIPA compliant account. Be sure to review **Mute**/**Unmute**, **Start**/**Stop Video** and **End Meeting** controls. These will also be reviewed in upcoming online training sessions.