Virtual Visits
Zoom for Healthcare
Waiting Room Feature for Virtual Clinics

Virtual Clinic: A defined period of time where a health care provider books patients back to back (similar to an in-person clinic), each appointment occurring virtually using videoconferencing technology (Zoom for Healthcare).

Virtual Clinics can benefit from using one Meeting ID for the length of the entire clinic to avoid having to "Leave Meeting" and "Join Meeting" in between every patient. For other clinical purposes, we do not recommend using the same Meeting ID, but in this scenario it allows the provider to stay in the same call over the course of the virtual clinic. **In order to avoid privacy breaches, the following measures must be put in place for any provider that chooses to run their clinic in this manner:**

Zoom for Healthcare Waiting Room Feature is enabled when the provider (or admin) is setting up the meeting (see image below). Password feature remains the same (enabled).

Creating a 'Virtual Clinic' Meeting ID:

1. **Sign in** to Zoom via either the web portal (www.zoom.us) or the desktop client.
2. Create a **new meeting:**
   Web Portal: Click **Meetings** > **Schedule a New Meeting**.
   Desktop Client: Click **Schedule**
3. Ensure the Waiting Room Feature is enabled:

4. Click **'Schedule Meeting'**
5. Copy the meeting ID that is generated and create a new email and **paste** meeting information into the body of the email (you can also set this up in the client to use your Outlook calendar. This will automatically generate the meeting request).
6. Send the Meeting ID and all other necessary information individually to each patient, so that patients do not see each other's information.

Host the 'Virtual Clinic'

1. Join the Meeting. (Read instructions for joining a meeting)
2. The host is the only individual that can enter directly into the meeting.
3. When a participant joins, they are placed in a virtual waiting room.

4. If there are multiple participants in the waiting room, they will not be able to see, hear, or communicate with one another.
5. The host can see a list of participants in the waiting room and can admit participants to the meeting when ready:

1. As the meeting host, click **Manage Participants**.

2. Click **Admit** to have the participant join the meeting.

Participants (3)

1 person is waiting

LW Lisa Williams   [Admit] Remove
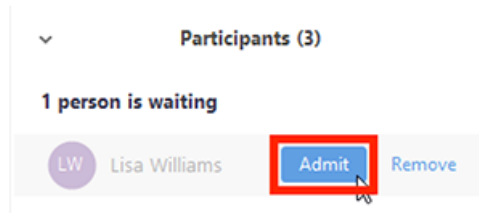
Admit all participants from the Waiting Room

1. As the meeting host, click **Manage Participants**.

6. If the wrong participant is admitted, the host can click "Put back in Waiting Room".
7. The host can also permanently remove an unwanted participant by clicking "Remove" from the meeting so that they are unable to return (this is recommended at the end of each patient appointment).

Additional Provisions

1. New Meeting ID is required per clinic (e.g., Monday's meeting ID would be different than Tuesday's meeting ID).
2. Providers must instruct their patients to sign in to Zoom using their first and last name to be able to ID them prior to admitting the participant into the meeting.