Zoom for Healthcare - Privacy & Security Response

Attention: Health Care Providers Using Zoom for Healthcare

To support patient care and health care providers during the current COVID-19 pandemic, Zoom for Healthcare has been approved as a virtual care platform for use on an **interim** basis for all health care providers (physicians, nurse practitioners and allied health professionals).

The privacy and security of health care providers and their patients/clients is our priority. Nova Scotia Health Authority (NSHA), the IWK Health Centre and our government partners are working together to provide a secure on-line environment for those that are using Zoom for Healthcare to deliver care at NSHA, the IWK and in the community.

What we are doing to protect the on-line privacy and security of health care providers and their patients and clients.

There are enhanced security features already activated in the Zoom for Healthcare application. For example, it does not allow participants to record their sessions or copy any information from the chat feature; it also does not capture the names of patients participating in the meetings and screen sharing for participants is disabled.

Setting up the Zoom meeting
Zoom for Healthcare automatically generates a meeting ID and password for every scheduled virtual meeting. This prevents other patients from joining a meeting intended for a different patient. In the event that a meeting runs over time, your next patient will be in the virtual waiting room. Only your patients who you share the meeting invite with will be able to join the meeting.

Waiting Room
The waiting room feature is enabled when scheduling your Zoom for Healthcare meeting. The waiting room will prevent anyone from entering the meeting until the host allows this to occur. The provider (host) is able to see when a patient is waiting and admits them into the meeting space. You are also able to put participants back into the waiting room, as well as completely remove a participant, who is then unable to return.

nova scotia health authority

Reminder: these protections automatically extend to meetings hosted using our licensed Zoom for Healthcare application, therefore virtual care visits should not be hosted from either patient or provider Zoom accounts not issued by NSHA or the IWK.

What You Can Do to Support a More Secure On-Line Environment

- To help individuals prepare for their virtual visit via Zoom for Healthcare, ensure they receive the resources they require prior to their appointment, including: *Patient Tips – Virtual Visits* and *Patient Information Guide*.
- *Manage Unauthorized Participants* - If for some reason an unauthorized participant joins a Zoom for Healthcare meeting, you can remove them. Click *Manage Participants* at the bottom of the Zoom window. Next to the person you want to remove, click *More*. From the list that appears, click *Remove*.
- *Consider locking your session* to ensure no one else can join. Click *Manage Participants* at the bottom of the Zoom window. At the bottom of the *Participants* panel, click *More*. From the list that appears, click *Lock Meeting*. To unlock the meeting, follow the same steps.
- If you are using a personal Apple (MAC) computer, please ensure you have downloaded the latest version of the Zoom for Healthcare application as there are identified security vulnerabilities in earlier versions, including the potential for someone to access the administrator's privileges and microphone and camera. **To confirm that you have the latest version, right click on the Zoom for Healthcare icon and click *About*.**
- *Reminder* - do not post your Zoom for Healthcare meeting publicly (e.g. social media).

To stay up-to-date about any new concerns or issues, we are continuing to monitor information about Zoom for Healthcare as it becomes available.

If you have any questions, visit https://www.cdha.nshealth.ca/telehealth-zoom or email VirtualCare@nshealth.ca.

nova scotia
health authority