

## Zoom for Healthcare: Frequently Asked Questions Healthcare & Social Service Providers

**1. Why was Zoom for Healthcare selected as a virtual appointment solution?**

The Government of New Brunswick wanted to offer healthcare and social services providers the ability to schedule virtual appointments with clients when appropriate. Zoom for Healthcare is a trusted application where due diligence regarding safety, security was conducted.

**2. What is Zoom for Healthcare?**

**Zoom for Healthcare** is a reliable and secure application that connects participants virtually using video and/or audio with a computer, tablet or smartphone. Once the appointment is scheduled, the healthcare/social services provider and client and/or guardian /substitute decision maker will click on a shared link that provides a secure and private connection with both audio and video.

**3. Is Zoom for Healthcare secure?**

Yes. The **Zoom for Healthcare** technology was assessed to ensure it is safe, secure, private and protects the client's personal and health information.

**4. What type of safeguards are available to protect the privacy and confidentiality of virtual appointments?**

**Zoom for Healthcare** has controls applied to protect the privacy and confidentiality of virtual appointment, such as disabling recording of appointments and copying of chat text, enabling virtual "waiting rooms" that you manage, amongst others.

**5. Is Zoom for Healthcare approved as an option for delivering healthcare and social services to New Brunswickers?**

Yes. **Zoom for Healthcare** is approved and endorsed for healthcare and social services delivery to New Brunswickers by the Department of Health, Social Development, the Regional Health Authorities, and professional associations & colleges.

**6. Which healthcare and social services providers may use Zoom for Healthcare?**

Selected, accredited healthcare and social services providers providing direct patient care, and clinical coordinators and administrative support personnel involved in scheduling or conducting client appointments, have been approved to use Zoom for Healthcare. If you are involved in direct patient care and believe that Zoom for Healthcare would be a benefit for your patients or clients, please submit a request to [ConnectedCare@gnb.ca](mailto:ConnectedCare@gnb.ca).

**7. Do healthcare providers require additional liability insurance to offer virtual care?**

Any healthcare provider that is employed in Parts 1, 2 or 3 of the public service is covered. Others, who work in private practice, should consult their regulatory body or professional association for advice.

**8. May I opt out of conducting virtual appointments?**

Yes. You are not required to participate in virtual appointments. **Zoom for Healthcare** simply provides a secure option (when deemed appropriate) to schedule and conduct a virtual appointment with your known client. The healthcare/social services provider and client together determine the best type of appointment to fit the client and the context.

**9. Are any other social media applications (Facetime, WhatsApp, Skype, etc.) currently recommended by GNB for virtual care?**

No. Currently, **Zoom for Healthcare** is the only recommended platform that is safe and secure.

**10. How may I get access to Zoom for Healthcare?**

All healthcare and social services providers, administrative support and clinical coordinators must be configured for access to **Zoom for Healthcare**. **Zoom for Healthcare** requests may be submitted to [ConnectedCare@gnb.ca](mailto:ConnectedCare@gnb.ca).

**11. Is there training provided on Zoom for Healthcare?**

Yes. Training documentation and videos on Zoom for Healthcare are available on the [Connected Care Website](#). In addition, virtual training sessions are offered; session information may be found on the [Connected Care Website](#). Zoom for Healthcare is user friendly and it will take about 20 minutes to get up and running.

**12. Should client and/or guardian/substitute decision maker consent be obtained before scheduling and conducting a virtual appointment?**

Yes. Verbal consent should be obtained from the client and/or parent/substitute decision maker (where appropriate) before scheduling or conducting a virtual appointment. This verbal consent should be documented in the client's record.

**13. Are there guidelines to follow when offering a virtual appointment option to a client and or guardian/substitute decision maker?**

Yes. Professional associations & colleges, and jurisdictions often have guidelines regarding the use of technology in the delivery of care. It is important to review any guidelines available for your profession. Healthcare and social services providers must continue to follow:

- all existing policies and procedures, including clinical documentation standards when scheduling or attending a virtual appointment; and
- the code of ethics and all standards provided by their respective national and provincial regulatory bodies.

**14. Is it possible to include more than one participant in a virtual appointment?**

Yes, you can invite more than one participant in a virtual appointment, as appropriate in your clinical practice. Be advised that you may be limited to a 40-minute duration for appointment with 3 or more participants. If this is a common feature of your practice, and you require more than 40 minutes per appointment, please contact [ConnectedCare@gnb.ca](mailto:ConnectedCare@gnb.ca) for assistance.

**15. What technology does the client and/or guardian/substitute decision maker require to participate in a virtual appointment?**

The client and/or guardian/substitute decision maker will require:

- A device: smartphone, tablet, laptop, desktop with a camera or webcam and microphone.
- An internet/WIFI connection; for optimal performance, high-speed is preferred.
- An internet browser like Chrome, Edge, or Firefox when using a desktop or laptop.

**16. Where can I go if I have questions?**

For questions please review the available training resources on the [Connected Care Website](#) and/or the [Zoom Help Centre](#). You may also wish to attend one of the ongoing virtual training sessions ([virtual training schedule](#)).

**17. What if I need technical support with Zoom for Healthcare?**

- GNB/RHA/EMP users: contact the Provincial Service Desk at 1-844-354-4357.
- Private Sector users: contact [ConnectedCare@gnb.ca](mailto:ConnectedCare@gnb.ca) or go to the [Zoom Help Centre](#).

**18. What if the client has difficulties connecting and needs technical support with Zoom for Healthcare?**

If you are not able to help the client resolve their issue, you can proceed with a phone intervention. Zoom for Healthcare support tools are provided here:

<https://support.zoom.us/hc/en-us>.