Office of Virtual Health (OVH) Zoom for Healthcare: Terms of Use

Zoom for Healthcare is one of the few Island Health approved virtual visit applications. BC Virtual Visit is the preferred virtual visit platform; however, Zoom for Healthcare may be used to host large group sessions at this time. If BC Virtual Visit meets your needs, you can request BC Virtual Visit for your program/practice from the Virtual Care Services intake page.

Island Health has a sublicense with PHSA for use of the Office of Virtual Health ("OVH") Zoom for Healthcare, hereinafter referred to as Zoom for Healthcare. You are an end user under the Island Health sublicense, and are thus subject to the following terms:

1. By accessing, using, or requesting a Zoom for Healthcare account, you agree to the Terms of Use outlined in this document. You acknowledge that your account may be terminated if you do not comply with the Terms of Use.

Account Usage

2. You will provide accurate and complete information about yourself during account registration ("Your Information") and update "Your Information" as required.

3. You will only use the Zoom for Healthcare account for conducting and/or supporting Virtual Care Visits.

   - Virtual care visits are technology-enabled remote interactions between providers, provider(s) and patient(s), and patients and families to address the patients' health.
   - Supporting virtual care visit activities include virtual care visit scheduling, Zoom training, workflow development, and troubleshooting.

4. You will not use your Zoom for Healthcare account to host meetings for non-clinical business or personal purposes.

5. You will not use any Zoom account other than your Zoom for Healthcare account (provided by PHSA) for conducting or supporting virtual care visits. You will confirm you are using a Zoom for Healthcare Account.

6. You will not disclose your password to others or allow others to use your account. If you need someone to schedule Zoom meetings on your behalf, you will assign scheduling privileges to that person's Zoom account.

7. You acknowledge that your account will be deactivated if it has not been accessed for a period of three (3) months. A request to reactivate your account can be submitted to OVHZoomSupport@phsa.ca. Please also "Cc:" VirtualCare@islandhealth.ca in your request.

8. You acknowledge that if you no longer need or want your Zoom for Healthcare account, or if you leave Island Health, you can email VirtualCare@islandhealth.ca and request your account to be deactivated, terminated, or transferred to another Zoom instance account.

   - Deactivated accounts can be reactivated with the settings and data intact, whereas settings and data for terminated accounts will be permanently removed from Zoom.

Training

9. You will review applicable and relevant resources and training prior to using Zoom for Healthcare. These resources include but are not limited to:

   - OVH Zoom for Healthcare page (for privacy and security considerations, support, and training resources)
   - Island Health Zoom for Healthcare Intranet page
   - Zoom for Healthcare Education and Training Curriculum

10. You will familiarize yourself with the policies, procedures and guidelines specific to the context of your clinical setting.

Devices

11. You will access Zoom for Healthcare through the desktop application (Zoom Client for Meetings), mobile app (Zoom Cloud Meetings) or web browser. The desktop application is installed on all Island Health workstations and is updated regularly.

12. You ensure that the use of a personal computer and/or mobile device to access Zoom for Healthcare is in compliance with your Island Health's policies, and that the Zoom for Healthcare application and antivirus software on your devices are up to date.

Virtual Care Visits

13. You will obtain and document verbal or digital consent from the patient before engaging in a virtual care visit. For those with access to Cerner PM Office, best practice is to chart patient consent and email address.

14. You will share Island Health's Virtual Care Policy, outlining risks and best practices, with the patient.

15. At the beginning of each virtual care visit, you will verify the patient's identity by asking for two types of identification, such as name, date of birth, and/or personal health number (PHN).

16. For group visits, you will make reasonable efforts to validate all guest identities and ensure patient permission before sharing personal information.

17. You will adhere to any policies and guidelines that apply to virtual care visits within the context of your clinical setting. For example, Island Health's Virtual Care Policy.

Security and Privacy

18. You will adhere to the best practices to optimize the security and privacy standards for virtual care visits, which can be found on the OVH Zoom for Healthcare resource page.

19. You will adhere to the security protocols required for use of the platform (e.g. including, but not limited to, the use of single-sign on (SSO)).

20. You will comply with all applicable computer information system usage, privacy, and other policies and applicable laws within the context of your clinical setting.

21. You will make every effort to join virtual care visits from a private location on a secure network to protect confidentiality and security (i.e., avoid public Wi-Fi connections).

22. You acknowledge that your use of Zoom for Healthcare will be monitored and documented:
    - In an audit log, which is reviewed regularly to ensure compliance with this Terms of Use.
    - To be potentially used for evaluation purposes.

23. If you suspect a breach of privacy or security has occurred, you will manage the incident following Island Health's breach management policies and procedures. You must also notify Virtual Care Services (VirtualCare@islandhealth.ca) of any breaches involving Zoom for Healthcare. If you are unsure if a breach has occurred, please contact the Information, Stewardship, Access and Privacy department for advice.

Contact us

If you have questions about Zoom for Healthcare's Terms of Use, contact us at VirtualCare@islandhealth.ca.