PHSA Office of Virtual Health

Providing support for *Zoom for Healthcare* to:

Provincial Health Services Authority
Province-wide solutions. Better health.

BRITISH COLUMBIA

COMMUNITY LIVING BRITISH COLUMBIA

island health

Providence HEALTH CARE
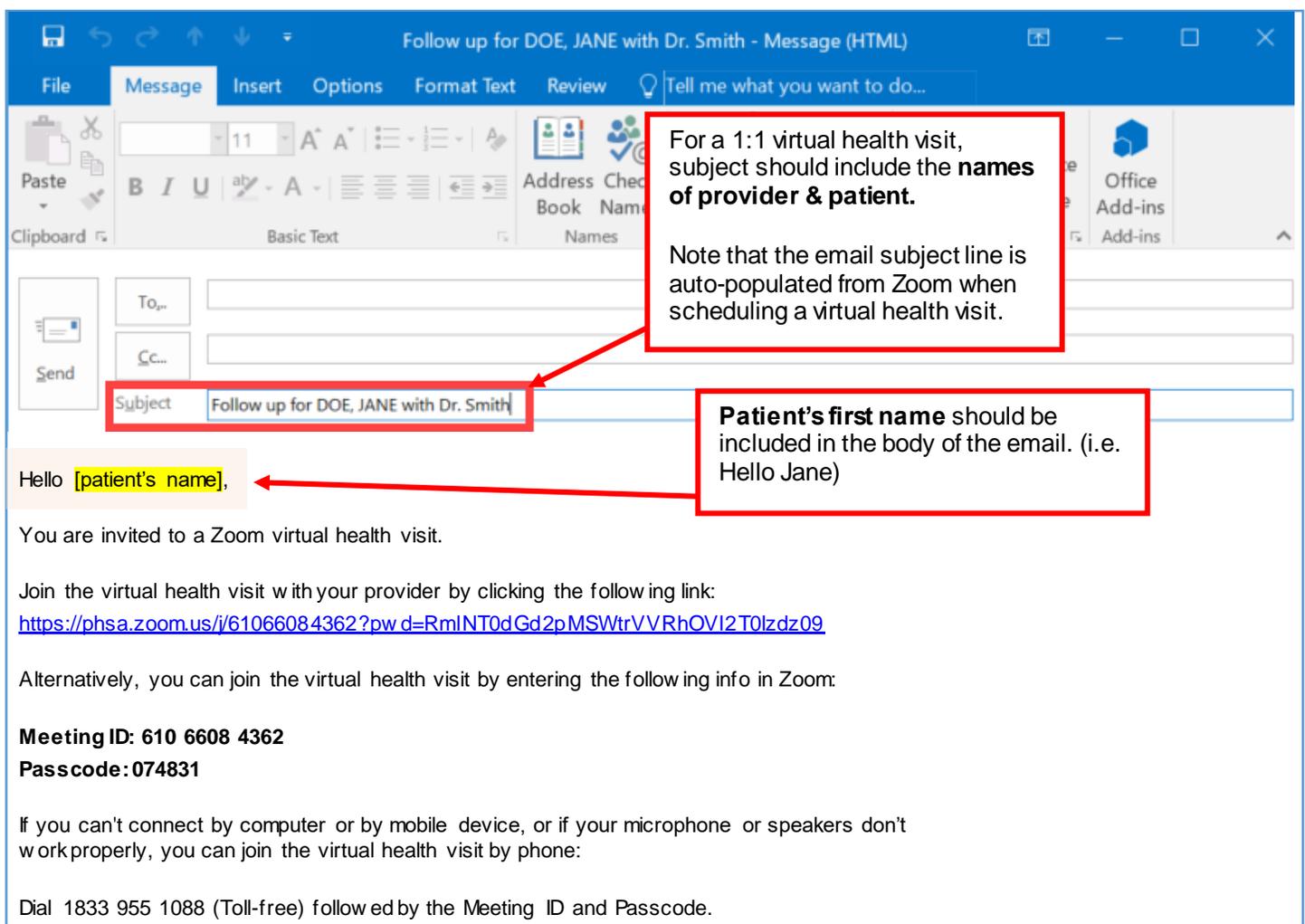How you want to be treated.

Zoom for Healthcare email invitation template

Purpose

When scheduling a virtual health visit, Zoom automatically generates an email invitation that is populated with e.g. the "topic", meeting link, ID, and passcode. Based on feedback received from patients, we have updated the below email invitation template, which is specific to Zoom for Virtual Health Visit users. This template includes relevant information for the scheduled virtual health visit, as well as useful resources and instructions for the patients.

We recommend that you use this template. If you are using a variation of this template, please ensure that that the following information is included in your email invitation:

- Inclusion of patient and provider's name in the email
- Your (clinic and/or provider's) contact information
- Instructions on how to join a virtual health visit
- Contact number and information for the technical support desk
- Instructions for recipient on what to do if the email invitation is received in error

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Follow up for DOE, JANE with Dr. Smith - Message (HTML)

File | Message | Insert | Options | Format Text | Review | Tell me what you want to do...

For a 1:1 virtual health visit, subject should include the **names of provider & patient.**

Note that the email subject line is auto-populated from Zoom when scheduling a virtual health visit.

To...

Cc...

Subject: Follow up for DOE, JANE with Dr. Smith

Patient's first name should be included in the body of the email. (i.e. Hello Jane)

Hello [patient's name],

You are invited to a Zoom virtual health visit.

Join the virtual health visit with your provider by clicking the following link:

https://phsa.zoom.us/j/61066084362?pwd=RmINT0dGd2pMSWtrVVRhOVI2T0lzdz09

Alternatively, you can join the virtual health visit by entering the following info in Zoom:

Meeting ID: 610 6608 4362

Passcode: 074831

If you can't connect by computer or by mobile device, or if your microphone or speakers don't work properly, you can join the virtual health visit by phone:

Dial 1833 955 1088 (Toll-free) followed by the Meeting ID and Passcode.

Click the links below for general information about virtual health visits:

How to prepare for a virtual health visit (patient resources)
How to join a virtual health visit from a computer (user guide, video)
How to join a virtual health visit from a mobile device (user guide, video)

Technical Support:

- If you encounter any technical problems connecting to the virtual health visit with your health care provider, you can call the **helpdesk at 1-844-442-4433** (Toll-free) for support:
  - Mon-Fri; 7 am - 7 pm, Sat 10 am – 2 pm, Pacific Time.
  - Technical support is available in different languages.

- To test your Zoom set up well before your virtual health visit, you can either click on this link (http://zoom.us/test) or call the helpdesk by phone at 1-844-442-4433 (toll free).

Scheduling Support:

- For questions about your scheduled virtual health visit, or to cancel or change it, please contact the clinic directly.

[scheduler to include contact info for provider/clinic]

The content of this invitation, including any files attached, is confidential and should not be shared with others. If you receive this email in error, please contact the clinic immediately and delete this invitation from your inbox and deleted folder.

Links to instructions on how to prepare and join a virtual health visit.

Note that these resources **should not** be downloaded and attached separately, as content is updated regularly. Please use links.

Link to Zoom test call included.

Reminder to call the **clinic** for scheduling support, not the CISD.

Scheduler to include clinic contact info here.

Reminder that the recipient should contact the clinic in case of a **misdirected invitation.**

Clinics will have to treat and act on this as a **privacy breach.**