

Zoom for Healthcare

Patient Information Guide

What is a virtual visit?

A virtual visit connects you with your health care provider through a private video appointment using a secure, web-based service. This service can be used on your computer, smart phone, or tablet to allow you to see, hear and talk with your health care provider from a personal location of your choice.

What do you need?

- ✓ Smartphone/Tablet & Free Zoom app (download from Google Play or Apple App Store) or Computer/Laptop (with webcam/microphone) & Internet Browser
- ✓ High-speed Internet or 4G LTE connection
**IMPORTANT: You are responsible for any charges related to your internet data usage. If you are using data on a mobile device (instead of a wireless "Wi-Fi" connection) be aware that video streams can require significant data.*

What are the benefits of a virtual visit?

- Receive care in your own home, or a personal location of your choice.
- Access to some health care services that normally would not be available without travelling.
- Reduce the expense and stress of travelling for health care services.
- Family/friends can join you at your location to be part of the appointment.

What are possible risks of a virtual visit?

As with any technology, there is a potential risk for equipment failure. If this occurs, you and your health care provider will talk about other options, such as:

- Continuing the appointment by telephone;
- Rescheduling the virtual visit to a later date; or
- Scheduling an in-person appointment.

If you or your health care provider feel the virtual visit is not meeting your needs, the appointment can end and other arrangements will be made. At any time, you can choose not to have a virtual visit.

What about my privacy?

Nova Scotia Health Authority (NSHA) and IWK Health Centre are committed to protecting the privacy of your personal health information, in accordance with the [Personal Health Information Act \(PHIA\)](#).

- [Nova Scotia Health Authority Privacy Statement](#)
- [IWK Privacy Statement](#)

NSHA and IWK have purchased the Zoom for Healthcare which is compliant with PHIA. Zoom for Healthcare does not collect your personal health information (PHI) during a meeting and there is no ability to record your appointment or typed messages. We have also enabled other settings in Zoom for Healthcare to ensure your privacy is protected.

Please do not share your confidential Zoom meeting information or post meeting invitation information publicly. If you choose to download Zoom to your device please review the [Zoom Privacy Policy](#).

You are responsible to choose a private place for your virtual visit. If you do not feel your provider is in a secure location for your visit or you are concerned at any time about the privacy of your virtual visit, you can ask for the visit to stop. If you have a shared email account you may wish to provide an alternate email to receive your virtual visit invitation.

In rare instances, health and security protocols could fail, causing a breach of privacy of personal health information.

Although we do our best to mitigate privacy risks there is potential the following could occur:

- Confidential conversations could be unintentionally overheard.
- Wrong attendee unintentionally joins, or is invited to your virtual visit.

If you have any questions about privacy please contact us at Privacy@nshealth.ca or Privacy@iwk.nshealth.ca.