

Frequently Asked Questions – ZOOM video conferencing for patients

What is the necessary equipment required

To use ZOOM video conferencing your next health care visit, you'll need the following:

- Access to the internet (WiFi or Data)
- A smart phone, tablet, or computer
- If using the computer, please use the Chrome browser

Does it cost money?

No, there is no cost to you for using this service.

Do I need to download anything?

We want to ensure your virtual visit is a seamless and easy experience. To help ensure that, we suggest you do the following in preparation for your appointment:

- For smart phone/tablet Users: Download the “ZOOM Cloud Meetings” application from the App Store
- For computer users: While you are not required to download ZOOM onto your desktop to have a meeting, we recommend downloading ZOOM Client for Meetings to ensure a better experience. The download can be found at: https://zoom.us/download#client_4meeting

Do I need to sign up for an account?

No, you do not need to have an account to have a Zoom appointment with your provider.

How does it work?

We have put together some resources for you on our website. They can be found at vch.ca/virtualhealth

Is it safe to use?

In accordance with British Columbia's *Freedom of Information and Protection of Privacy Act*, we will collect your personal information, specifically your first and last name and email address, to confirm your identity and enable you to access virtual health visits. We will send the registration invitations, appointment reminder notifications, and survey links only to the email address you provided. Your information, including the care you receive, is kept completely confidential.

If I want to learn more about using ZOOM where should I go?

If you'd like more resources to support your ZOOM visit, please visit the ZOOM website for additional live tutorials, quick videos, and step by step guides. Please visit the website at:

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