PHSA Office of Virtual Health
Providing support for *Zoom for Healthcare* to:

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

BRITISH COLUMBIA

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Providence HEALTH CARE
How you want to be treated.

Join a Zoom Virtual Health Visit from a Computer

Resources	Run a test before your visit
https://tinyurl.com/phsazoompt	https://zoom.us/test

Join your Virtual Health Visit

1. Check your email inbox and junk box for a Virtual Health Visit invite.
2. Click the highlighted URL link.

> Hi Alyssa T,
>
> You are invited to a Zoom Virtual Health Visit.
>
> When: Apr 6, 2020 04:00 PM Vancouver
> Topic: VH Appointment
>
> Please click the link below to join.
> https://phsa.zoom.us/w/161962134?tk=iuES7OukWjV6fVJsLUpPj_G1VFvf7CMFrE3lE5Pep8U.DQEAAAAACadYlhYtdmlwUDJwWVNmZUtwekh1Sk5HV1Z3AA&pwd=czJDTmFZZGJjTVJ2dEpBb0NhaWZUdz09
>
> Note: This link should not be shared with others; it is unique to you.

3. If this is the first time you are using Zoom, it will ask to download the **Zoom Client for Meetings** desktop software. When the download is complete, open it and run the installation.
4. If you cannot download or run the desktop software:
   - Download the **Zoom Cloud Meetings** app on your Apple/Android smartphone or tablet to join, or
   - Join from your web browser using Google Chrome, Safari, Firefox, or Edge. You will be required to sign in with a personal Zoom account if joining via browser. Signing up for a Zoom account is free. The desktop software and mobile app do not require you to have a Zoom account to join a Virtual Health Visit.
5. You will either be admitted into the Virtual Health Visit immediately or assigned to a waiting room. Please wait for your provider.

Choose your audio settings

Depending on your computer set up, you have options for how to speak to and hear your provider.

1. **Use computer audio** – This uses your computer's microphone and speakers.
2. **Use the phone** – Provides a phone number for you to call in to the visit in addition to using the computer video. You can also find this phone number on your invitation.
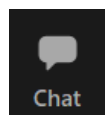   - We suggest this option if your computer does not have audio or the quality is poor.

Start your video and unmute your microphone

1. Click **Start Video**.
2. If your microphone is muted, click **Unmute**.
3. If you need to stop your video or mute, click the same button again.
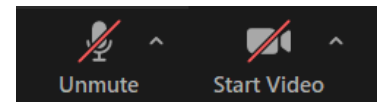
Send a chat message to your provider (optional)

1. In the bottom task bar, click **Chat.**
2. If participating in a Group Virtual Health Visit, change the '**To**' field from 'Everyone' to your provider's name. This ensures the message is privately sent to your provider only.

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3. Click in the '**Type messages here…**' field to type a message. Then hit 'enter' to send.

4. Click the **Chat** icon again if you wish to hide the chat window.

   ▪ If you receive a chat message, a red bubble with a number will appear on the chat button.

Leave the Virtual Health Visit

1. Click **Leave** in the bottom right corner of the task bar.

2. Click **Leave Meeting** again to confirm you want to exit the visit.