

Zoom for Healthcare

Patient Information Guide

What is Zoom for Healthcare?

Zoom for Healthcare is a secure, web-based service that can be used to see, hear and talk with your Health Care Providers (HCPs), family and friends. You can connect using a smart phone, tablet or computer from any location with an internet connection.

What are the potential benefits?

- Receive care wherever you are (home, work, hospital, etc...)
- Reduce the need to travel to receive care.
- Increased access to care.
- Family/friends can visit or join clinical appointments with you, from any location.
- Reduce the risk of exposure to infection or other illnesses.

What are possible risks?

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

- Attempt to reconnect
- Continue by telephone (if available);
- Reschedule the virtual appointment to a later date; or
- Reschedule in-person

If you or your health care provider feel the virtual appointment is not meeting your needs, the appointment can end and other arrangements will be made. At any time, you can choose not use Zoom for Healthcare.

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. You are responsible for any charges related to your internet data usage.

What about my privacy?

We 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](#)

Zoom for Healthcare 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. Other settings have also been enabled in Zoom for Healthcare to ensure your privacy is protected.

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

Although we do our best to reduce 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 appointment.

To reduce the potential of these risks:

- Do not share your confidential Zoom meeting information or post meeting invitation information publicly.
- If you choose to download Zoom to your personal device, please review the [Zoom Privacy Policy](#).
- Make sure you are in a private place for your virtual appointment, if possible, or use headphones and/or physical distancing to limit what those around you may hear.
- If you have a shared email account consider using an alternate email to receive your virtual appointment invitations.

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 appointment, you can ask for the appointment to stop.

If you have any additional questions about privacy please contact us at Privacy@nshealth.ca or Privacy@iwk.nshealth.ca or contact your primary care provider.
