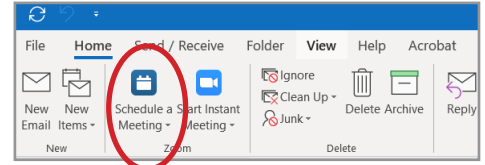


Follow the instructions below to create the calendar invite for the provider, specify the provider as the alternative host and send the email to the patient.

### Create the Virtual Visit for the Provider

**1** Log in to Zoom using the web version <https://sharedhealthmb.zoom.us/> or the desktop app. (Zoom for Healthcare will not work with IE11, so you will need to type or copy/paste the URL into another browser such as Chrome or Firefox.)

**2** Open your Outlook calendar and click **Schedule a Meeting**.  
 (Note: If you have recently installed Zoom you may need to re-open Outlook or restart your computer.)



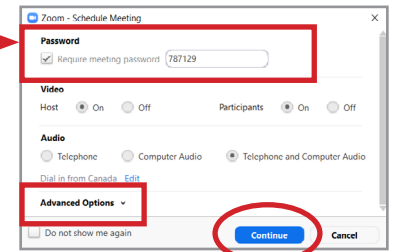
**!** You can also manage, schedule and join meetings using the web page or the app.

**3** The meeting password will be automatically generated.

Scroll down and click **Advanced Options** and type the email address of the provider/host in the **Alternative hosts** box, and then click **Continue**.

If you do not enter the email address in the Alternative hosts box, the provider/host will not be able to start the meeting.

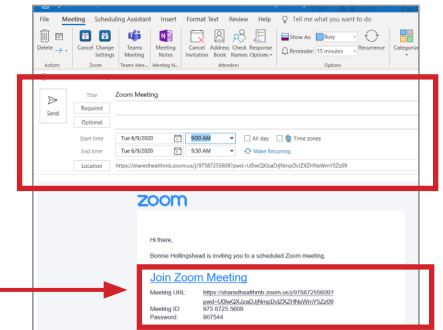
Alternative hosts:



**4** Enter the patient's name in the **Subject/Title** field and the provider's email address in the **To/Required** field.

**!** Do not send the invite to the patient! You will send them a separate email as shown in the next section.

The body of the invite will be pre-populated with the unique Join Zoom Meeting link.



**5** Copy and paste the **Join Zoom Meeting** link to be used in patient steps below and then click **Send**.

### Send Information to Patient

**1** Create the email for the patient and paste the following into the body of the email:

- **Join Zoom Meeting** link
- **Patient Visit Information** bullets you received in the initial MBTelehealth accounts email

**2** Attach both **Zoom for Healthcare - PATIENTS** Quick Reference Guides (Test Computer & Virtual Visit) and send the email.

**!** Read the Guidelines for Emailing Personal Health Information on the next page.

**As a rule, identifiable personal health information (PHI) should not be emailed; however, if you believe that emailing the information is the only reasonable method of communication or the only way to send the information, consider the following:**

**BEFORE Emailing:**

1. Take into account how urgently the recipient needs the PHI
2. Be sure you are sending the PHI to the minimum number of people who need to know the information.
3. Double-check recipient address(es) in the “To” fields before you send the email.
4. Where personal health information is being sent in the body of an email, only disclose the minimum amount of information required by the recipient and that all personal identifiers are removed (e.g. Mr. Alan Smith could be Mr. S or AS)
5. Encrypt where possible and at minimum password protect any attachments containing personal health information. Passwords should be communicated by phone.
6. Where possible, confirm delivery of the email with a delivery receipt or follow-up phone call.

**EMAIL BEST PRACTICE:**

**NEVER** e-mail identifiable health information to a health care provider’s personal e-mail account (E. g. Yahoo, Google, iCloud)

**NEVER** forward your work email to a personal email account (E.g. Yahoo, Google, iCloud)

**NEVER** Use e-mail distribution lists to e-mail PHI

**NEVER** e-mail personal health information outside of the Shared Health/ Winnipeg Regional Health Authority network unless it is to TLS partners. See the notable TLS partner domain names considered ‘secure’ on the next page.

**NEVER** use e-mail to communicate with patients or clients – where a patient or client cannot be reached by another method, check first with the site Privacy Officer or the Chief Privacy officer as to the appropriate protocols to do so.

**When personal health information is mistakenly emailed to the wrong site or person (recipient) you MUST notify your supervisor, manager or site Privacy Officer immediately to report the breach!**

Shared Health	@sharedhealthmb.ca	
Winnipeg Health Region	@concordiahospital.mb.ca @deerlodge.mb.ca @dsmanitoba.ca @ggh.mb.ca @matc.ca @panamclinic.com	@sbgh.mb.ca @sogh.mb.ca @vgh.mb.ca @wrha.mb.ca @misericordia.mb.ca @hsc.mb.ca @churchillrha.mb.ca
CancerCare Manitoba	@cancercare.mb.ca	
Prairie Mountain Health Region	@pmh-mb.ca	
Interlake Eastern Regional Health Authority	@ierha.ca	
Southern Regional Health Authority	@southernhealth.ca	
Northern Regional Health Authority	@nrha.ca	
Provincial Government Departments	@gov.mb.ca	
University of Manitoba	@ad.umanitoba.ca @umanitoba.ca @chimb.ca @med.umanitoba.ca @mich.ca	@cc.umanitoba.ca @cs.umanitoba.ca @ms.umanitoba.ca @physics.umanitoba.ca @adlab.cctest.umanitoba.ca

The list above is subject to expansion. If you have questions about a domain name not represented above, you may contact the WRHA CPO for verification.