MBTelehealth®

A Shared Health Service

Quick Reference Guide
Zoom for Healthcare
PROVIDER - Schedule Virtual Visit
Service Desk 204-940-8500 Option 4, Option 1
or toll-free 1-866-999-9698 Option 4, Option 1

If you are scheduling a virtual visit using your own Outlook calendar, you will need to make sure the patient is sent the meeting link as well as the "Quick Reference Guide for Patients" which shows them how to test their computer and how to connect with you using their computer or smartphone.

Schedule using your computer

1 Log in to Zoom using the web version https://sharedhealthmb.zoom.us/ or the desktop app. (View the Login Options QRG if you require assistance).
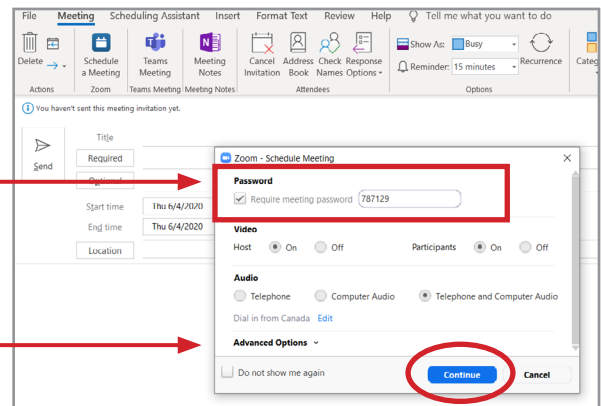
2 Open your Outlook calendar and click **Schedule a Meeting**.

(If you have recently installed Zoom you may need to re-open Outlook or restart your computer.)
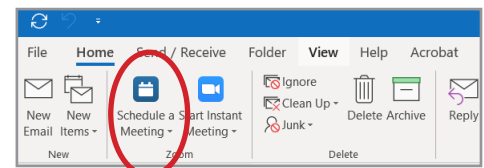
ⓘ You can also manage, schedule and join meetings using the web page or the app.

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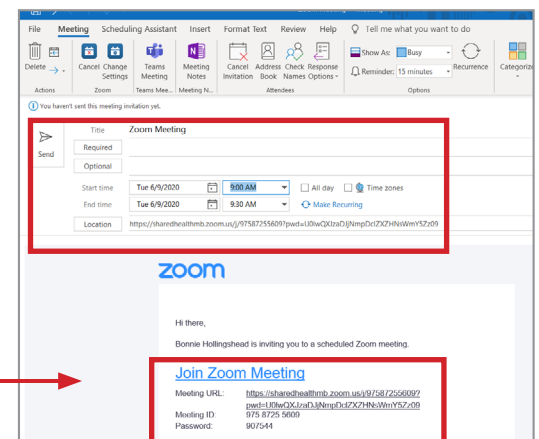
Click **Continue.**

Click **Advanced Options** to make changes to the defaults.

4 Fill in the meeting details and then click **Send**.

Ensure you review page 3 if you are emailing PHI.

(Note: confirm that the Zoom meeting has been added to your Outlook calendar.)

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

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Schedule using your iPhone/iOS or Android Phone
(images shown are based on iPhone, but the steps are the same for Android)

1 Log in to Zoom.

2 Tap **Schedule.**

3 Select the meeting details (date, start time, duration, etc.)

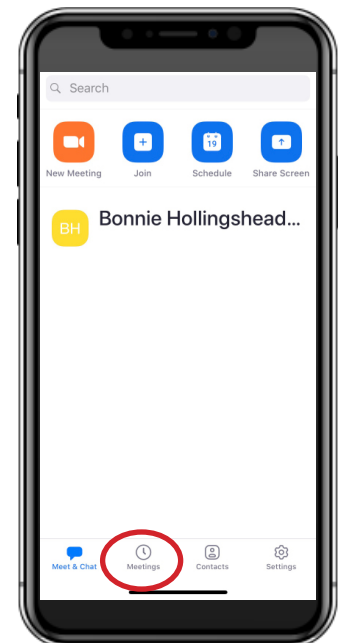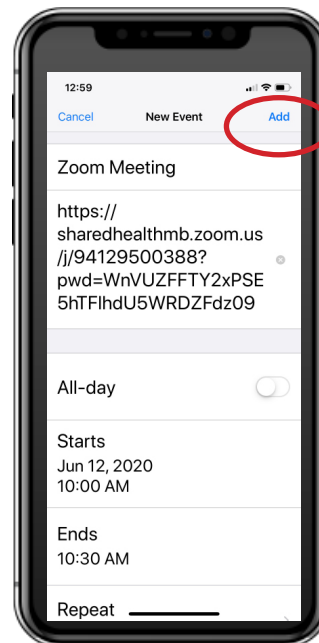Scroll down to make required changes to your meeting or to the Advanced Options.

Tap **Done.**

4 The unique Zoom Meeting link is automatically generated.

Tap **Add** to add to your calendar.

5 Follow the steps below to add attendees; an email will be sent out which includes the meeting link and details.

- Tap Meetings
- Tap Add Invitees
- Tap Send email
- Enter email addresses
- Tap Send
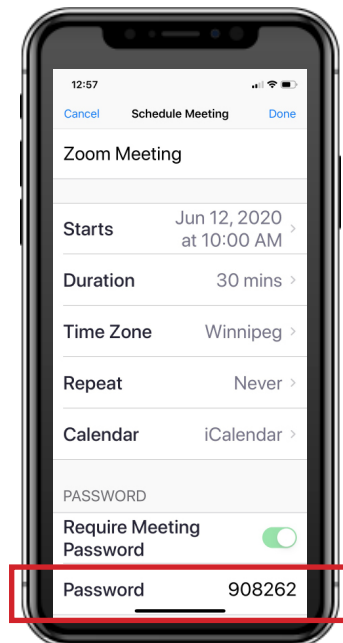
Note: the meeting password is automatically generated and will be included with your meeting invite.

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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 CPOfor verification

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