

Interior Health has placed tablets in most Long-term Care and Mental Health Tertiary sites for virtual care. When these tablets are not being used for health care visits, clients can use them to connect with family and friends if they do not have their own device.

The Zoom application was put on these tablets for family and friends to video chat. Zoom is a video platform similar to Skype or FaceTime that works on most devices. Different sites will have more time to support this than others.

For Family and Friends

What You Need

1. Computer (webcam, speaker, and microphone), tablet, or smartphone.
2. Secure and reliable internet connection.
3. Email account.
4. Zoom account.

Set Up Zoom

You can sign up for a free Zoom account at zoom.us/freesignup. You will need to download the application to your device.

Organize a Virtual Visit

1. Arrange a date and time with staff.
2. In Zoom, create an instant meeting or schedule one ahead of time.
3. Give staff the Zoom Meeting ID and Password over the telephone.

Health care providers use a different version of Zoom for virtual visits with clients. This is due to the sensitive nature of discussion and to follow BC Privacy Laws.

Zoom Help and Resources

Quick Start Guide

<https://support.zoom.us/hc/en-us/articles/360034967471-Quick-start-guide-for-new-users>

Video Tutorials

<https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>

IH Virtual Care Services

<https://www.interiorhealth.ca/YourCare/Pages/Virtual-Care-Services.aspx>

