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What is a Virtual Care Appointment?

A Virtual Care Appointment uses video technology to allow you to see and hear your healthcare provider from the comfort of your home.

What is Zoom?

Zoom is the application that allows you to have a video appointment with your healthcare provider.

What do I need to use Zoom?

To join a Virtual Care Appointment you will need:

- A computer (webcam, speaker, and microphone), tablet, or smartphone
- A secure and reliable internet connection
- An email account

Note: If you are not able to use a wired internet connection, consider using secure Wi-Fi to avoid potential data charges from your service provider (public Wi-Fi is not recommended). If relevant, make sure your device is charged.

Do I need a Zoom account?

No, you do not need to create a Zoom account. Your healthcare provider will email you a link that will allow you to join the meeting from your internet browser or will prompt you to download the Zoom application.

How do I receive a Virtual Care Appointment invitation?

You will need to give your provider your email address. An email invitation with instruction and a link to join the Virtual Care Appointment (meeting) will be sent to you. You may need to check your Junk or Spam folder. Mark the date and time of the appointment in your calendar. If you are expecting an email invitation and do not receive one, contact your healthcare provider.

How do I join a Virtual Care Visit from my computer/smartphone or tablet?

Refer to the [Virtual Care Appointment Overview](#) to find step-by-step instruction for how to join a Zoom meeting.

Can I test Zoom before my Virtual Care Appointment?

You can test your video and audio by joining an automated [IH Test Meeting](#).

How do I prepare for a Virtual Care Appointment?

To make sure your Virtual Care Appointment is successful have:

- A distraction-free location that is private and has good light
- A family member or caregiver sit with you
- Your BC Services Card (Care Card) close at hand
- A list of medications, vitamins, & supplements
- Notes on your medical history and symptoms
- List of any questions you want to ask
- Pen and paper to write down notes
- The phone number of your healthcare provider or office
- The Name and location of your preferred pharmacy

Is there a cost for a Virtual Care Appointment?

There is no cost for BC residents who are covered by Medical Services Plan (MSP). You are responsible for any data costs or charges incurred by your internet service provider.

Is my privacy protected?

Similar to a face-to-face visit, your identity will be confirmed and your information is kept confidential. Your session will never be recorded. The healthcare version of Zoom uses servers located in Canada to ensure data sovereignty. Audio, video and messages are encrypted and the application is configured to ensure Security Best Practices are followed. Healthcare Zoom is also compliant with privacy regulations: PIPEDA/PHIPA. Learn more in the Zoom [HIPAA Compliance guide](#) and the Zoom [PIPEDA/PHIPA Compliance document](#).