Office of Virtual Health (OVH) Zoom for Healthcare: Terms of Use

The use of OVH Zoom for Healthcare, hereinafter referred to as Zoom for Healthcare is subject to the following terms:

1. By accessing, using or requesting a Zoom for Healthcare account, you agree to follow and be bound by the Terms of Use outlined in this document. If you do not accept all of the Terms of Use, your request for a Zoom for Healthcare account cannot be processed. If you have already activated your Zoom for Healthcare account, send a request to OVHZoomSupport@phsa.ca to terminate it.

2. You acknowledge that your account may be terminated if you are not able to comply with the Terms of Use.

3. OVH defines virtual health visits as a technology-enabled remote interaction between providers, provider(s) and patient(s), and patients and families to address the patients' health.

Account usage

4. You will provide accurate and complete information about yourself during account registration ("Your Information") and update Your Information as required.

5. You will use the Zoom for Healthcare account for conducting virtual health visits and/or supporting Virtual Health Visits. Supporting virtual health visit activities include virtual health visit scheduling, Zoom training, workflow development and troubleshooting.

6. You will not use your Zoom for Healthcare account to host meetings for non-clinical business or personal purposes.

7. You will not use any Zoom account other than your Zoom for Healthcare account for conducting or supporting virtual health visits.

8. Any annotations created in virtual health visit will not be saved (feature automatically turned off).

9. In accordance with PHSA's Virtual Health policy, recording within Zoom for Healthcare is permitted for the following select educational purposes: (a) recording virtual sessions without patient, family or respective identifiers for educational purposes for patients/families, staff/providers, and/or program improvement (i.e. no patients recorded), or (b) recording with patient, family or respective identifiers for educational purposes for patient/staff training and/or patient/family education. A procedural Decision Support Tool for using Zoom for Healthcare to record for the above scenarios can be found here.

10. You will not disclose your password to others or allow others to use your account.

11. You acknowledge that when you leave your organization, your account will be deleted or upon request transferred to another Zoom instance account.

12. You acknowledge that your account will be deactivated if it has not been accessed for a period of three (3) months. A request to reactivate your account can be submitted to OVHZoomSupport@phsa.ca.

13. You acknowledge that if you no longer need or want your Zoom for Healthcare account, you can email OVHZoomSupport@phsa.ca and request to deactivate, terminate or transfer your account.

14. By use of a Zoom for Healthcare account you will adhere to the security protocols required for use of the platform (e.g. including but not limited to the use of single-sign on (SSO)).

Training

15. You will complete the [PHSA Privacy and Security 101 Learning Module](#) if you have not yet done so.
16. You will review the following Privacy and Security policies:
    a) [Information Management Information Technology Security Policy](#)
    b) [PHSA Privacy and Confidentiality Policy IAP-20](#)

17. You will review applicable and relevant resources and training prior to using Zoom for Healthcare. These resources include but are not limited to:
    - [OVH Zoom for Healthcare page](#)
    - [Zoom for Healthcare Education and Training Curriculum](#)
18. You will periodically review the [OVH Zoom for Healthcare resource page](#) for new or updated training resources and requirements.
19. You will familiarize yourself with the policies, procedures and guidelines specific to the context of your clinical setting.

Devices

20. You will access Zoom for Healthcare through the desktop application (Zoom Client for Meetings), mobile app (Zoom Cloud Meetings) or web browser. The desktop application is installed on all health authority workstations and is updated regularly.
21. You ensure that the use of a personal computer and/or mobile device to access Zoom for Healthcare is in compliance with your organization's policies, and that the Zoom for Healthcare application and antivirus software on your devices are up to date.

Virtual health visits

22. You will obtain verbal or digital consent from the patient before engaging in a virtual health visit and document to the patient's chart.
23. You will share the [Notification of Risks](#) with the patient.
24. You will make reasonable efforts to validate the patient's identity at the start of the virtual health visit.
25. You will adhere to any policies and guidelines that apply to virtual health visits within the context of your clinical setting. For example, all PHSA staff engaging in virtual health using Zoom for Healthcare are responsible for adhering to the [PHSA Virtual Health Policy](#) and the [Provincial Patient and Care Team Digital Communication Policy](#).

Security and privacy

26. You will adhere to the best practices recommended by PHSA Privacy and Security to optimize the security and privacy standards for virtual health visits. The recommendations and best practice for virtual health visits can be found on the [OVH Zoom for Healthcare resource page.](#)
27. You will comply with all applicable computer information system usage, privacy, and other policies and applicable laws within the context of your clinical setting.
28. You will make every effort to join virtual health visits from a private location on a secure network to protect confidentiality and security.
29. You acknowledge that your use of Zoom for Healthcare will be monitored and documented in an audit log, which is reviewed regularly to ensure compliance with this Terms of Use.

30. You acknowledge that your usage of Zoom for Healthcare will be monitored and documented and potentially used for evaluation purposes.
31. Unauthorized usage of Zoom for Healthcare is considered a breach of this Terms of Use.
32. You must notify PHSA Information Access and Privacy Services (IAPS) if you suspect a breach of privacy or security has occurred.

Contact us

If you have questions about Zoom for Healthcare's Terms of Use, contact us at OVHZoomSupport@phsa.ca.