

LTCI VIRTUAL VISIT TOOLKIT: Zoom for Healthcare

The LTCI is vendor agnostic, however the Doctor’s Technology Office (DTO) has obtained a number of free *Zoom for Healthcare* licences, which they have shared with several long-term care homes as part of a pilot program.

If you would like to apply for an account, please get in touch with the LTCI who can help facilitate your application. VictoriaSouthIsland.LTCI@Divisionsbc.ca

Overview of *Zoom for Healthcare*

WHEN TO USE	For one-on-one and group (care conference) virtual visits (<i>including live screen sharing, and chat</i>).
BEST USE	Scheduled proactive or on-demand virtual visits.
TECHNICAL REQUIREMENTS	<i>Zoom for Healthcare</i> is accessible on a mobile device (<i>iOS and Android</i>), a web browser, or by using the desktop application.
PRIVACY & SECURITY	<ul style="list-style-type: none"> ▪ <i>Zoom for Healthcare</i> is endorsed by the Ministry of Health and the Provincial Health Services Authority (PHSA) for immediate use under the emergency response due to COVID-19. It also meets PHSA privacy and security requirements ▪ A security review of <i>Zoom for Healthcare</i> identified it is hosted within Canada and, therefore, approved for continued use in B.C. <p>➔ Newly Updated Security & Privacy Areas:</p> <ul style="list-style-type: none"> – All Virtual Health Visits are password protected – Virtual ‘Waiting Rooms’ are enabled for all meetings – Virtual Health Visits can no longer be recorded – File transfer has been disabled – Annotations during Virtual Health Visits are turned off
OTHER SOFTWARE	The DTO has provided a general overview of software available for video conferencing, as listed below.

Virtual Care Tools – Including Videoconferencing

Virtual Care Tools (Click on the name for their website)	Cost	CDN	Compatible with Health Authority Tech	FEATURES					PRIVACY & SECURITY	
				Video	Video Multiple Attendees	Secure Text	Online Booking	Patient Portal	Servers in CAN	Encryption
Doxy.me (Free)				✓						✓
Doxy.me (Paid)	\$			✓	✓	✓				✓
FaceTime				✓	✓					✓
InTouch	\$			✓	✓			✓		✓
Livecare	\$	✓		✓	TBD	✓		✓	✓	TBD
Medeo	\$			✓	TBD	✓	✓	✓	✓	✓
Medex	\$		✓	✓	TBD					✓
Novari	\$			✓	TBD		✓		✓	✓
OnCall Health	\$	✓		✓	✓	✓	✓		✓	✓
P2P Doctor	\$	✓		✓	TBD	✓	✓	✓	✓	✓
Skype				✓	✓					
Skype for Business / Microsoft Teams	\$		✓ (if PEXIP is deployed)	✓	✓	✓			✓	✓
Synaptex	\$	✓		✓	✓		✓		✓	TBD
Think Research	\$	✓		✓		✓	✓	✓		✓
Vsee	\$			✓	✓			✓	✓	✓
WebEx	\$		✓	✓	✓					✓
WelTel Health	\$	✓		✓	TBC	✓		✓	✓	✓
WhatsApp				✓	✓					
Zoom			✓	✓	✓				TBD	✓
Zoom for Healthcare	\$		✓	✓	✓				✓	✓