



Using Zoom for Care

Zoom is an easy-to-use, healthcare appropriate, virtual meeting tool that has been licensed by Alberta Health Services (AHS) for clinician use to facilitate **virtual care** (inside and outside Connect Care).

The Zoom teleconferencing toolkit is made available for use by clinicians with AHS credentials. All have access to a basic level of service that allows:

- Hosting 1:1 interactions with patients, with no limit on the number or duration of meetings.
- Hosting care team meetings (up to 100 participants) for up to 40 minutes at a time.
- Full video conferencing, screen-share, chat, whiteboard and audio with health-grade encryption and security.

Zoom Access

- <https://albertahealthservices.zoom.us> or <http://ahs-cis.ca/zoom>.

Preparing for Zoom

Technical Readiness

- First-time users should prepare before attempting client or team meetings. Initiate a test call via <https://zoom.us/test> and note recommendations and help provided there, including installation of the Zoom app if required. Mobile apps are available for iOS and Android devices.
- Short **demo videos** offer efficient orientation to the simple Zoom interface.

Personal Account

- AHS clinicians can initiate a personal account independently. Advanced accounts are provisioned by an account administrator.
- To self-register, go to <http://ahs-cis.ca/zoom> and select the “Sign in” button. Provide your AHS email address when requested but be sure to use the “@albertahealthservices.ca”, not “@ahs.ca” format. When asked for a password, use your standard AHS ‘HEALTHY’ credential (same as used to log on for AHS email). An account should be created automatically.
- Once signed in, interested users can follow Zoom support resources to personalize their account.

Hosting an Ad Hoc Meeting

- The easiest way to host a just-in-time meeting using a basic account is to go to <http://ahs-cis.ca/zoom> and select the “Host” button. You will need to sign in with your AHS email address (name@albertahealthservices.ca format) and AHS email password.
- The meeting will initiate and be ready for any participant you wish to invite. Clicking on the “Invite” icon at the bottom of the Zoom app screen will bring up a tool that allows you to copy an internet link to send (e.g., via text or email), generate an invitation to send via email, or display a meeting number that other Zoom app (mobile or desktop) users can enter to join your meeting.

Running a Meeting

- Use video and screen sharing only when needed, asking participant(s) to self-share video by clicking on the video button at the bottom-left of their screen.
- [Tips: Avoiding and Fixing Meeting Problems](#)
- [Tips: Using Zoom for Virtual Care](#)



More Information

- [Manual: Virtual Care](#)
- Zoom instruction and support is excellent via: <https://zoom.us/resources>.