

Zoom Requirements for Virtual Health

What is Zoom?

Zoom is a cloud based video conferencing tool that works with your computer or mobile device to enable virtual connection with others.

How will I know if I have a Zoom appointment?

At booking the RDPCN scheduler will indicate if a virtual appointment is a possibility for you. If this is an appropriate option, the RDPCN scheduler will require your email address to send the Zoom link. If you are having trouble with the link, contact the RDPCN Office at 403.343.9100

What device can I use?

A computer (*desktop or laptop*), a smartphone, or a tablet (*android or apple*).

What does my computer need for Zoom? [Getting started on Windows and Mac](#)

What does my mobile device/tablet need for Zoom? [Getting started with Zoom phone \(users\)](#)

Before you start, ensure the following:

- Test the device you plan to use. Use the provided link to do a self-test: [Zoom Test](#)
Note: this is the testing provided by the application provider, Zoom, not RDPCN. There will not be a health care provider on the test call.
- The most up-to-date software and security patches are installed on your device.
- A built in camera or webcam.
- A headset or earphones (*earbuds*) with a microphone, to enable you to participate.
- Turn the volume on
- Ensure that the device you are using is either fully charged or plugged into power.

If this is the first time using Zoom, this application will prompt you to download the software, once you have then click on the link that you have been provided. An account is not required to participate.

Is it private?

Yes, Zoom video calls are private and secure.

The health care providers will ask for personal or health information they require within your appointment

Any information that is collected is used for your care and treatment, and other purposes allowed by law. They will keep this information private, which is the law under Alberta's Health Information Act. This process is the same as when you come to the clinic or office for your appointment.

How much will it cost me?

There is no cost for Zoom meetings that are arranged by the RDPCN.

If you are using your smartphone or a tablet, the RDPCN would recommend that you use WIFI connection. If you are not able to use the WIFI then it is strongly recommended that you contact your internet or cellular service provider to find out if there are any extra charges for video calls to avoid unexpected costs.

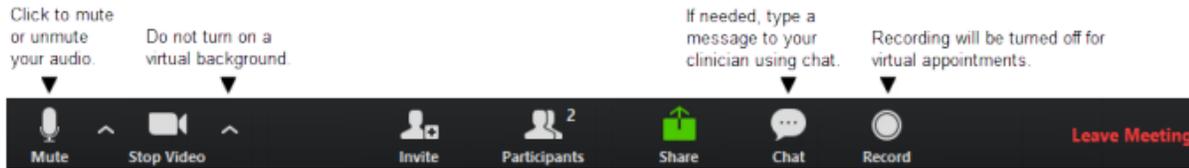
Red Deer PCN is not responsible for these costs.

How do I join my appointment?

1. Join the appointment 5 minutes early; your meeting ID is unique, so you will not join another appointment in progress. There are 2 options to join your Zoom appointment:
2. Click the link in the email you received, or

3. Enter the Meeting ID and password into your Zoom app, or from join.zoom.us (on a desktop).
 - Join from your computer: [Joining a Meeting](#)
 - Join from your iPad or iPhone: [Getting started with IOS](#)
 - Join from your Android device: [Getting started with Android](#)

Adjust Meeting Controls



Where should I be for my appointment?

- To protect your privacy and make your appointment with your health care provider positive, choose a place that is private, quiet, and well-lit
- If there are other people in the room with you, inform the health care provider at the beginning of the appointment.

What if I have trouble?

For technical problems, try the suggestions below:

- Be sure you have a reliable internet network connection (*check with your service provider if you're not sure*)
- Close any applications that are not required at the same time as the Zoom appointment
- Audio is not working on mobile device: [Audio Settings for IOS](#)
- There is an echo, this may be caused if one person joins audio on more than one device at the same time: [Audio Echo in a meeting](#)