



# Intro To Zoom Health and Telehealth

MARCH 16, 2022

Presented by BHRS QM

# Audience for this Webinar

## **Who is this webinar for?**

This webinar is for BHRS direct service staff who will be providing telehealth services directly to clients and are interested in using Zoom Health when it becomes available.

# The BIG question

## **When is Zoom Health going to be available??**

We are still currently testing and working out a few issues, but hope to be finished soon; hopefully, within the next month or two.

## **Why are you holding this webinar if it's not yet available??**

There are important things you need to know BEFORE you start using Zoom Health. We know staff is eager to use it, and we want to give you a heads up so that you can start using it as soon as it becomes available to you.

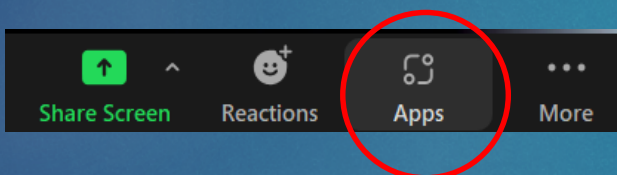


# Zoom Health

What you need to know before getting started.

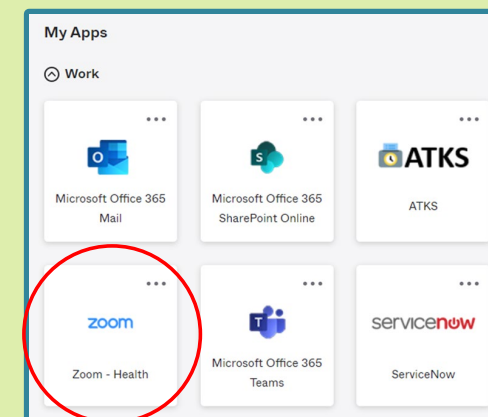
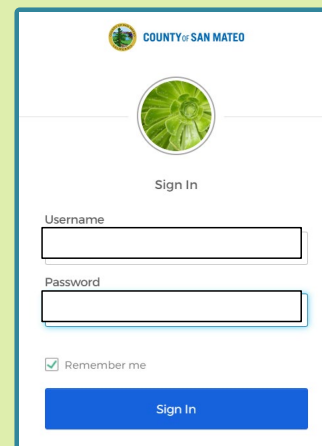
# Check that You are Logged in to the Correct Account

When you start your meeting, you should see that you have the “apps” option on your Zoom menu bar.

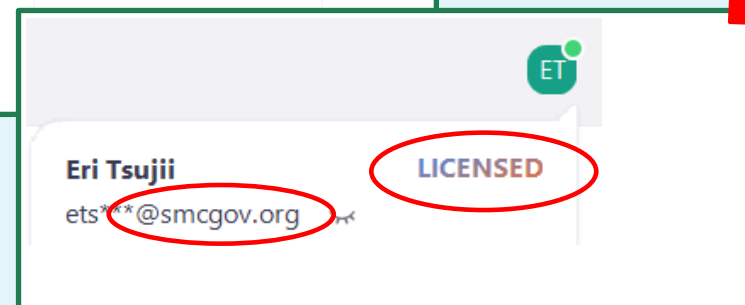
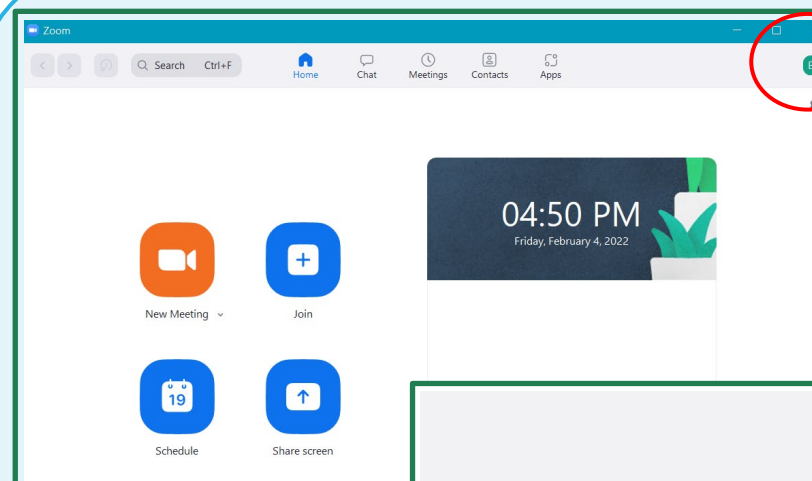


If you don't see this, then you are not logged into your Zoom Health app.

Sign into Zoom Health through Okta



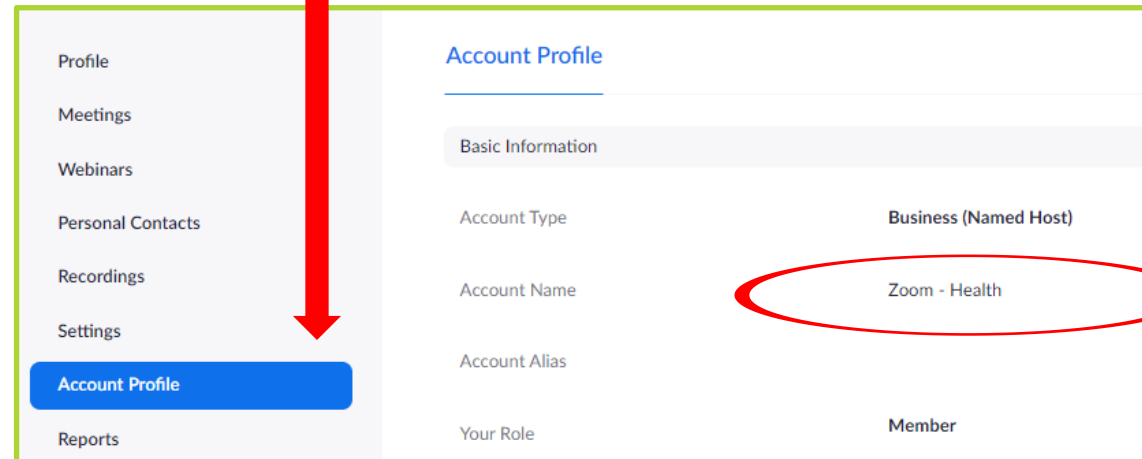
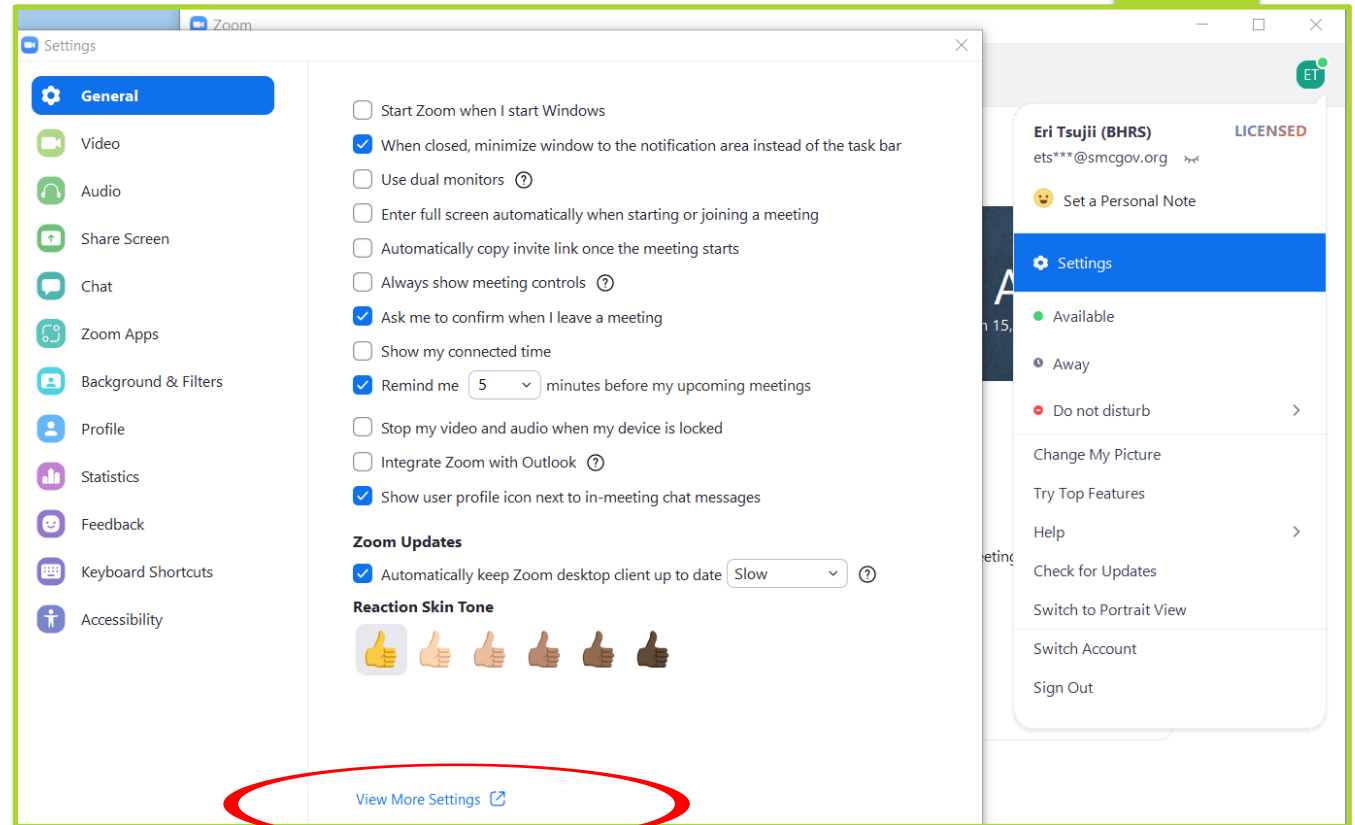
Check that your desktop app is logged into your County account.



# Check that You are Logged in to the Correct Account

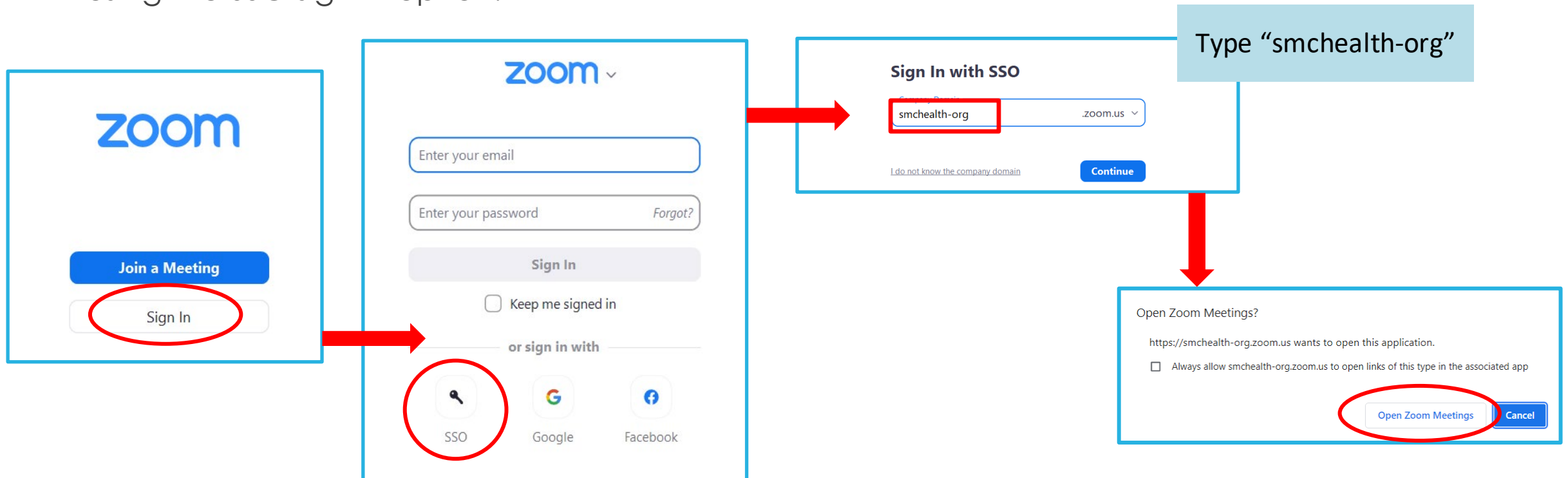
Another way to check is to log into Zoom Health via Okta, then log into your Zoom desktop app and check your settings on the Zoom desktop app.

This should take you back to your Okta Zoom window setting.



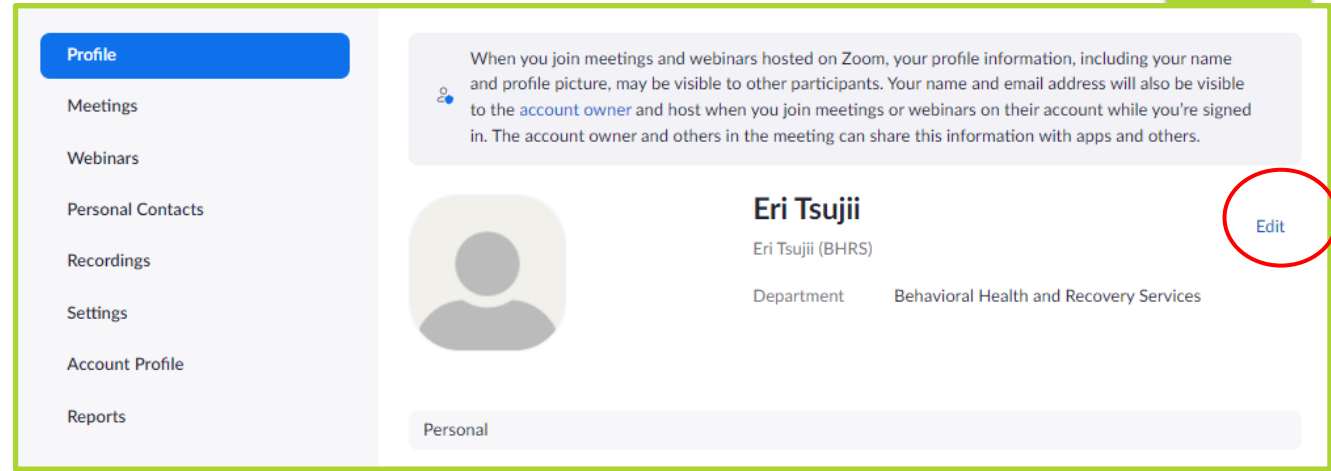
# Check that You are Logged in to the Correct Account

- ▶ Aren't logged in to your County Account on the Zoom desktop app? Log out, then log back in using the SSO sign in option.



# Helpful Tip

When you log in to your Zoom Health through Okta, change your display name so that it is easy to see if you are logged into your Zoom Health Account when you join a meeting.



This screenshot shows the Zoom profile page. On the left is a navigation menu with 'Profile' selected. The main content area includes a privacy notice, a profile picture placeholder, and the following information: Name: Eri Tsujii, Email: Eri Tsujii (BHRS), Department: Behavioral Health and Recovery Services. An 'Edit' button is circled in red.

Profile

Meetings

Webinars

Personal Contacts


Recordings

Settings

Account Profile

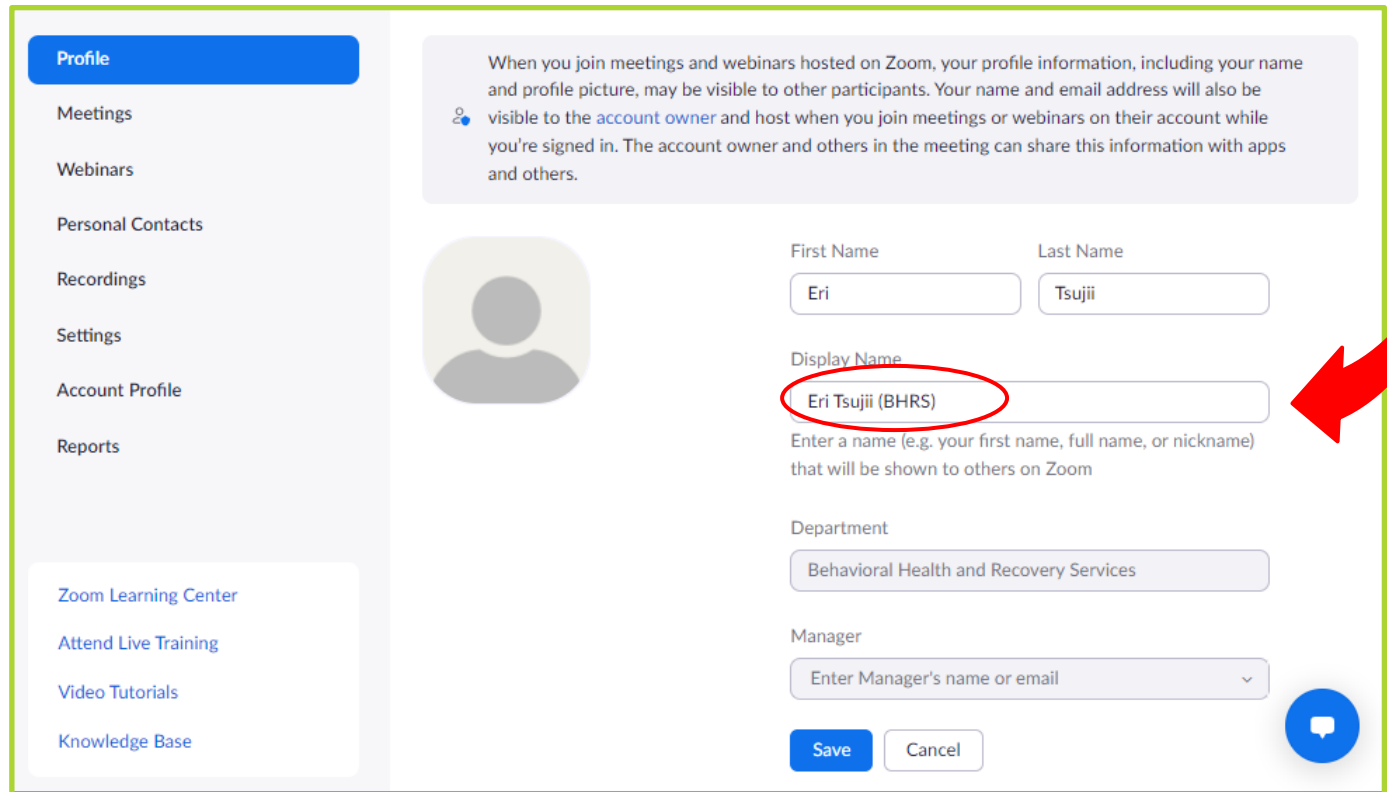
Reports

When you join meetings and webinars hosted on Zoom, your profile information, including your name and profile picture, may be visible to other participants. Your name and email address will also be visible to the [account owner](#) and host when you join meetings or webinars on their account while you're signed in. The account owner and others in the meeting can share this information with apps and others.

 **Eri Tsujii**  
Eri Tsujii (BHRS)  
Department Behavioral Health and Recovery Services

Personal

Edit



This screenshot shows the Zoom profile edit form. The 'Profile' menu item is selected. The form fields are: First Name (Eri), Last Name (Tsujii), Display Name (Eri Tsujii (BHRS) - circled in red), Department (Behavioral Health and Recovery Services), and Manager (Enter Manager's name or email). 'Save' and 'Cancel' buttons are at the bottom.

Profile

Meetings

Webinars

Personal Contacts

Recordings

Settings

Account Profile

Reports


Zoom Learning Center

Attend Live Training

Video Tutorials

Knowledge Base

When you join meetings and webinars hosted on Zoom, your profile information, including your name and profile picture, may be visible to other participants. Your name and email address will also be visible to the [account owner](#) and host when you join meetings or webinars on their account while you're signed in. The account owner and others in the meeting can share this information with apps and others.



First Name Last Name  
Eri Tsujii

Display Name  
Eri Tsujii (BHRS)  
Enter a name (e.g. your first name, full name, or nickname) that will be shown to others on Zoom

Department  
Behavioral Health and Recovery Services

Manager  
Enter Manager's name or email

Save Cancel



# Setting Up Zoom Meetings

## Schedule Meeting



Outlook Plugin for Zoom

Schedule your Zoom meetings directly from Outlook with the Outlook plugin. [Click here to download.](#)

Topic

My Meeting

+ Add Description

When

03/14/2022

4:00

PM

Duration

1

hr

0

min

Time Zone

(GMT-7:00) Pacific Time (US and Canada)

Recurring meeting

Registration

Required

Meeting ID

Generate Automatically

Personal Meeting ID 785 106 9435

Template

Select a template

Security

Passcode

Only users who have the invite link or passcode can join the meeting

Waiting Room

Only users admitted by the host can join the meeting

Require authentication to join

Video

Host

on

off

Participant

on

off

Save

Cancel

**Recommendation:**  
Select "Waiting Room"  
so that you can have  
the client enter the  
session when you are  
ready.

## But what about...?

### **Testers have made a couple of recommendations/asks about sending appointments:**

- ▶ Texting the appointment directly from Zoom like in Doxy.me
- ▶ Being able to send appointments via unencrypted email

We recognize that the above items are important in improving clients' access to care. We have multiple entities whose guidance we have to follow, but QM is actively looking into these options! We will keep you posted, but for now, continue to send appointments via secure email.

# Integrated Voyce Interpretation for Zoom



Need to add Voyce to your County Zoom account? Follow these instructions.

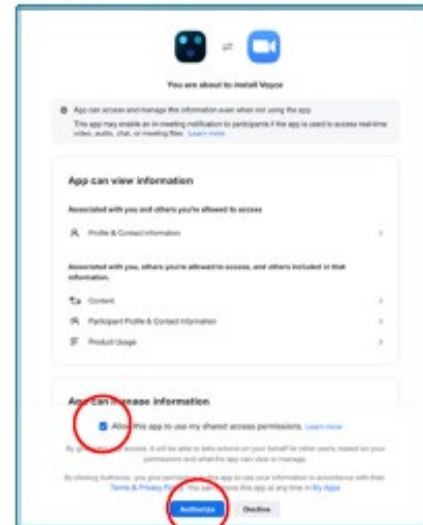
1

Go to: <https://zoom.voyceglobal.com/zoomlanding.html>. When the browser opens, click on **INSTALL VOYCE IN ZOOM**.



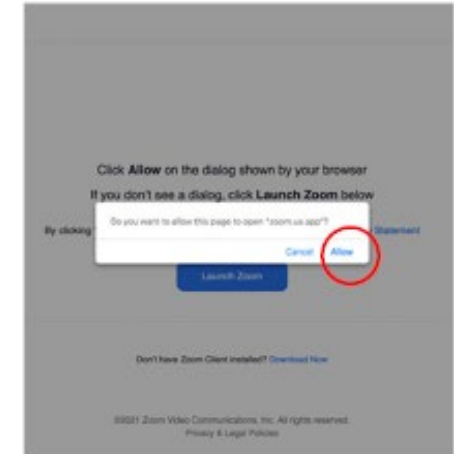
2

Click on **Allow this app to use my shared access permissions** and click on **Authorize**.



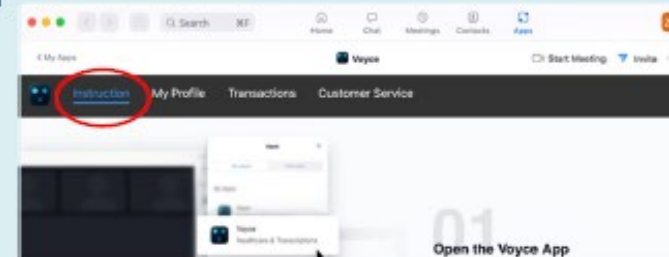
3

On the pop-up, click on **Allow**.



4

Review the instructions on how to use Voyce during a meeting.



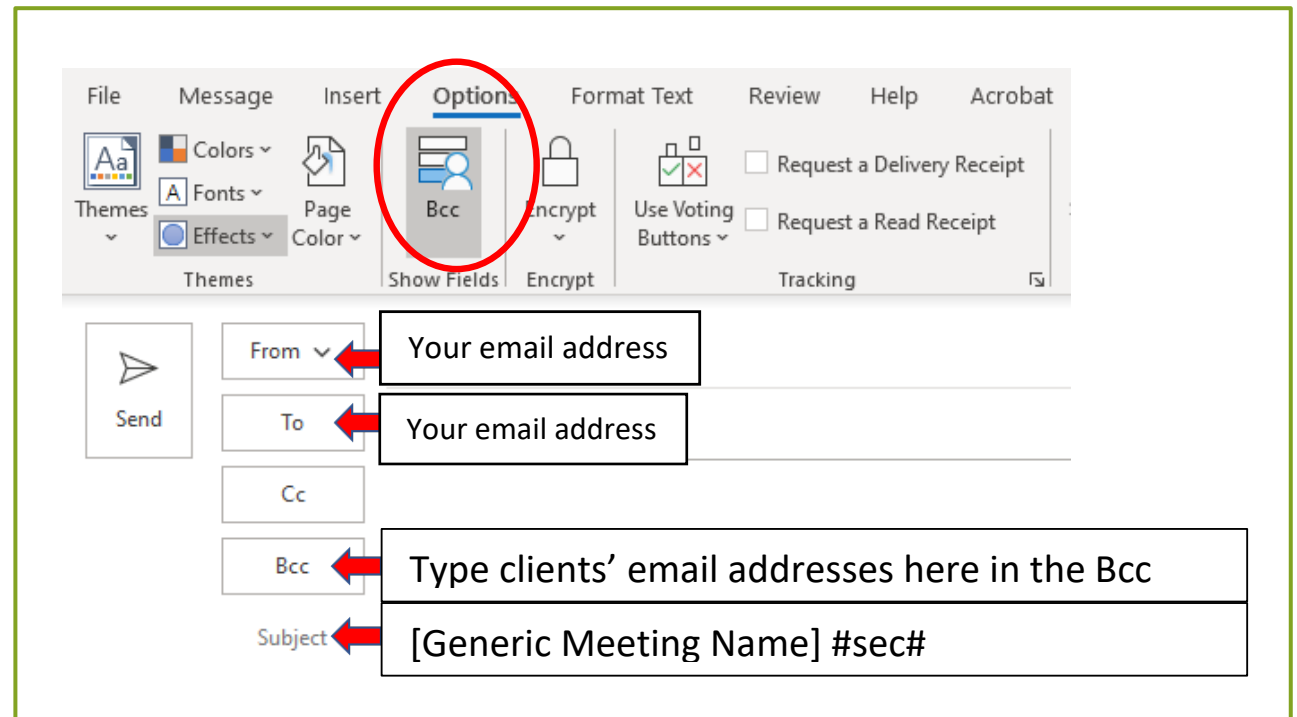


# General Telehealth Information

This information applies to telehealth using any platform,  
not just Zoom Health.

# Sending Appointments to Clients





















- ▶ Always use Secure Email when sending emails to clients, including telehealth appointment invites.



The screenshot shows the 'Options' tab in an email client's ribbon. The 'Bcc' button is circled in red. Below the ribbon, the 'From' and 'To' fields are highlighted with red boxes and red arrows pointing to them, with the text 'Your email address' next to each. The 'Cc' field is also highlighted with a red box. The 'Bcc' field is highlighted with a red box and has a red arrow pointing to it, with the text 'Type clients' email addresses here in the Bcc' next to it. The 'Subject' field is highlighted with a red box and has a red arrow pointing to it, with the text '[Generic Meeting Name] #sec#' next to it.

# Telehealth Resources for Clients

## Telehealth Resources for Clients

- For General Information about telehealth (video) services through SMC BHRS:   
[Telehealth Overview Two-Page flyer](#)  Spanish  Tagalog  Chinese
- For detailed instructions of how to use the Telehealth (video) platforms used by SMC BHRS:
  -  Microsoft Teams  Spanish  Tagalog  Chinese
  -  Doxy.me  Spanish  Tagalog  Chinese
- Getting to know your smart phone device:
  -  iPhone Smart Phone  Spanish  Tagalog  Chinese
  -  Android Smart Phone  Spanish  Tagalog  Chinese

**Include instructions in all of your telehealth appointment invites.**

- ▶ Clients can visit the Client & Family Welcome page for Instructions on how to access their Telehealth appointments.

<https://www.smchealth.org/node/2607>

- ▶ Instructions specific to Zoom Health will be added when we are ready to launch.

# Telehealth Resources for Staff

QM DOCUMENTATION RESOURCES

PDF VERSIONS OF FORMS

WEBINAR RECORDINGS & POWERPOINTS

QM UPDATES

NON-BHRS PROVIDER 5150 TRAINING





ABOUT QUALITY MANAGEMENT

QUALITY MANAGEMENT WORKPLANS

QM CONTACT INFORMATION




## QM DOCUMENTATION RESOURCES

### Documentation

-  Mental Health Documentation Manual
-  Documentation Quick Guide - FAQ
-  Medication Support Quick Guide
-  Treatment Plan Flow Sheet

### Remote Services

[Link to Telehealth Resources for Clients](#)

-  Guidelines for Providing Hybrid Service Delivery 9.23.21
-  Remote Services Location Code FAQ
-  How to Use Microsoft TEAMS for Running Groups

- ▶ Click the “QM Documentation Resources” tab on the QM website for instructions to staff about how to use Telehealth.

<https://www.smchealth.org/bhrs/qm>

- ▶ Instructions in the Remote Services section will be updated to include Zoom Health instructions when we are ready to launch.

# Reminder about Coding for Telehealth



**Remember, Telehealth Location code is about whether or not you SEE the client on video, NOT just if you are using a telehealth platform.**

- ▶ If you see the client on video document this service location as “Telehealth.” The minutes go in the “Client Present Face-to-Face” category.
- ▶ If your client calls into the meeting and you cannot see the client on video, document this service location as “Phone.” The minutes go into the “Other Billable Service Time” Category.



# Remote Services Consent Forms



## Continue to use the Cell Phone Agreement and Telehealth Consent forms.

- ▶ Cell Phone Agreement – which should be used when you are providing the client with your work cell phone number. This only needs to be filled out once.
- ▶ Telehealth Informed Consent form – which should be used when you are going to be providing services over telehealth (video). You do not need to fill out the Telehealth Consent form if you are providing services over the phone only and will not be using telehealth/video.

# Reminder about Telehealth Platforms



**The following Telehealth Platforms are currently approved for use by BHRS staff.**

- ▶ Microsoft Teams (County account)
- ▶ Doxy.me (County account)
- ▶ Zoom Health (County account)

FaceTime is no longer an approved platform,  
even if you are using your county work cell  
phone.

# Questions?

Got questions after the  
webinar? Email QM!

[HS\\_BHRS\\_ASK\\_QM@smcgov.org](mailto:HS_BHRS_ASK_QM@smcgov.org)

