Intro To Zoom Health and Telehealth

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Presented by BHRS QM
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.

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.

Type “smchealth-org”
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.
Setting Up Zoom Meetings

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

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

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Sending Appointments to Clients

1. Your email address
2. Your email address
3. Type clients’ email addresses here in the Bcc
4. [Generic Meeting Name] #sec#
Telehealth Resources for Clients

- Clients can visit the Client & Family Welcome page for Instructions on how to access their Telehealth appointments.
  - [https://www.smchealth.org/node/2607](https://www.smchealth.org/node/2607)

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

- Include instructions in all of your telehealth appointment invites.
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](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