

Frequently Asked Questions

Do I need to sign up for a Zoom account?

- No, you do not need to have an account to have a Zoom appointment with your health care team.

Does it cost money?

- No, there is no cost to you for using Zoom for your health care appointment.

How is my privacy protected?

- Your virtual health visit follows the same policies and procedures for in-person medical care. The policies follow the B.C. Freedom of Information and Protection of Privacy Act (FIPPA). Only those health care providers involved in your care are allowed to see or hear your personal health information.

What do I need for a Zoom virtual health visit?

- Access to reliable internet (Wi-Fi or cellular data)
- A computer, laptop, smartphone (iOS or Android), or tablet with:
 - A webcam or built-in camera
 - Speakers and a microphone, or a headset (recommended)

What devices can I use to access my Zoom virtual health visit?

- You can access your Zoom appointment in any of the three ways:
 - Desktop computer
 - Laptop
 - Smartphone
 - Tablet

How do I test my audio and video before joining a virtual health visit?

- Test your camera, speakers and microphone before a virtual health visit by joining this automated [Zoom Meeting Test](#)

Can I invite family or friends to join me for the Zoom appointment?

- Yes. You can invite a family member or friend with you, when appropriate. Please introduce them at the start of the visit.