

## Best Practices for Securing Your Patient Meetings:

Guidelines on how to keep your Zoom meetings secure

The great thing about technology is that it allows us to have conversations with anyone, at any time, and anywhere. In healthcare, tools like Zoom allow us to connect with patients and clients to ensure they get the care they need. Because these conversations happen online, there are some extra measures that we need to take as health care providers to ensure privacy and confidentiality are met.

### Privacy tips

- ✓ Please **do not share** your meeting link or ID with anyone. This include sharing on social media or other public forums. You could include this in your meeting invite to participants to encourage them not to share the link with others.
- ✓ If you are doing a **group meeting**, please **keep the invite to a defined group so clinicians can easily verify the users in attendance**.
  - Invites sent to large groups (e.g. over 20) will make verification of participants difficult and increase likelihood that someone who was not invited to the meeting may join by accident.

### VCH ZOOM settings that support enhanced security

- ✓ **Generate a Meeting ID automatically**  
The default setting is to the most secure (generated automatically), **please do not change to personal meeting ID**. If you use personal meeting ID, a patient with an old invite could join your current session.
- ✓ **Waiting room**  
As the meeting host, this function allows you to choose who to admit into your meeting.

Depending on need you may want to utilize the following function for further security:

- ✓ **Set a meeting password**  
Send the password directly to the patient or participants to keep your meeting secure.

Meeting Password

Require meeting password

Enter Password

## Removing a participant from a group meeting

### ✓ Remove unwanted participants

From the Participants menu, hover over a participant's name to see several options including the option to Remove. Click that to remove a participant from the meeting. Once a participant is removed, they cannot rejoin.

- Mouse over a participant's name in the meeting and click More to see the option to remove a participant from the meeting

