



Frequently Asked Questions

How the First Nations Virtual Doctor of the Day Program Protects Your Privacy on Zoom

The First Nations Health Authority (FNHA) uses Zoom for Healthcare to connect clients with the First Nations Virtual Doctor of the Day. To learn more about the program and how to book an appointment, visit fnha.ca/virtualdoctor.

1. What is Zoom for Healthcare?

Zoom for Healthcare is an online video conferencing tool designed especially for telehealth.

It is a more secure version of Zoom, and allows you to meet with health professionals and attend doctors' appointments over the internet. Learn more at zoom.us/healthcare

Zoom for Healthcare is a popular online tool for primary health care because:

- It provides reliable high-quality video and audio conferencing
- Clients can attend appointments from anywhere
- Video appointments launch with the click of a button
- It performs well on computers and mobile devices, even in areas with low bandwidth

2. How does Zoom for Healthcare protect my privacy?

Zoom works to protect user security and privacy by:

- Submitting its privacy practices to independent assessment and certification with TrustArc
- Undergoing an annual SSAE-16 SOC 2 audit by a qualified independent third-party
- Performing regular vulnerability scans and tests to evaluate security and identify new threats
- Zoom for Healthcare is compliant with the Health Insurance Portability and Accountability Act (HIPAA), Personal Information, Protection and Electronic Documents Act (PIPEDA) and the Personal Health Information Protection Act (PHIPA).

3. How does the FNHA protect my privacy during virtual appointments?

The FNHA applies additional measures to protect users, including:

- Disabling audio and chat recording
- Locking sessions to outside access
- Preventing sign-ins from Facebook
- Restricting screen sharing, file transfers and screen captures

4. Does the BC Ministry of Health endorse Zoom for Healthcare?

Zoom for Healthcare is endorsed by the Ministry of Health and the Provincial Health Services Authority.

Still have questions about using Zoom for virtual appointments?
Email ehealthsupport@fnha.ca