

Zoom Videoconferencing for Transport Consultations

Workflow for Sending Providers Needing PICU/NICU Support

Technical Requirements:

- ✓ **Zoom app* downloaded** on a video-enabled device (e.g., mobile phone, tablet or laptop) that can be moved to patient's bedside

* If you are using a laptop/desktop and **cannot** download the Zoom app, you can bypass this by clicking a meeting link and clicking **Join from Your Browser** instead.



Need help?

- If you are using a corporate device, contact your local health authority service desk for technical issues using or downloading Zoom.

Follow steps below when video consultation is required, and patient consent has been received:

On the original transport call (audio only)

- 1 Stay on the original transport call with **Patient Transfer Network (PTN)** and the **Transport Advisor (TA)**.
- 2 Set the call to speakerphone so that all parties can still hear each other while connecting to the Zoom video call.



PTN ends the original call once all parties have joined the Zoom video call. If you're using the same device for both calls, the audio will *automatically* switch to the Zoom video call after the original call ends.

Switching to Zoom

- 3 Open the Zoom app on your video-enabled device and click **Join Meeting**.
- 4 The TA will read out the **Meeting ID*** and **Passcode** over the transport call.
- 5 Enter **Meeting ID*** and **Passcode** when prompted by Zoom.

* If you *cannot* join via Meeting ID & Passcode:

General users: Ask the TA to send you a Zoom link via SMS text message or email. Once received, click the link to launch Zoom and continue with steps 6 – 9.

SCiP users: Provide your SCiP device # to the TA over the original transport call. A notification will appear on the SCiP's screen prompting you to join the meeting.

- 6 Tap **Join** meeting.
- 7 If prompted, **allow** Zoom to access your camera and select **Wifi or cellular data** or **Join with Computer Audio**.

Join meeting

Cancel Join

Meeting Event

123 4567 8999

Join with a personal link name

Anne Smith

By clicking "Join", you agree to our [Terms of Service](#) and [Privacy Statement](#)

Join

On the Zoom call

- 8 You'll enter a virtual **waiting room**. Wait to be admitted by the TA.
- 9 Continue your consultation over the Zoom video call.

Created by PVHeducation@phsa.ca. Last modified: July 12, 2024

Follow steps below if you started the meeting and need to assign someone as a co-host

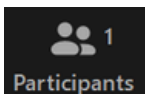


This workflow usually only applies to **Real-Time Virtual Support (RTVS) consultations** where *you* have started the Zoom video call. The RTVS provider may ask you to make them a co-host, so that they can assist with inviting and admitting other participants (e.g., Transport Advisor).

On the Zoom call

1 Start the meeting as the host.

2 In the meeting controls, click **Participants**.



3 Find the name of the **RTVS provider** who is going to be a co-host, and click (*desktop*) or tap on their name (*mobile*) to see more options.

4 Click **Make Co-host**.

Once a participant has been made a co-host, they will have access to most host controls, including inviting and admitting other participants.