Clerical Quick Tip Guide for Managing a Generic Clinic Outlook Calendar with ZOOM virtual health webinar invites.

Many clinics/programs rely on a Generic Clinic Outlook Calendar connected to a Generic Clinic Email address. This guide provides tips for how to manage a Generic Clinic Outlook Calendar with numerous ZOOM virtual health webinar invites.

ZOOM does not connect directly with Outlook Calendars. If a clinic chooses to use Outlook calendars as a way to view appointments, it is an additional step to open the .ics (calendar) file from ZOOM invite and save to Outlook calendar.

Please ensure that all clinicians and admin / booking staff understand that **CERNER IS THE SOURCE OF TRUTH** for all clinical appointments (for face to face visits as well as virtual health appointments) and must reflect the true appointment and outcome.

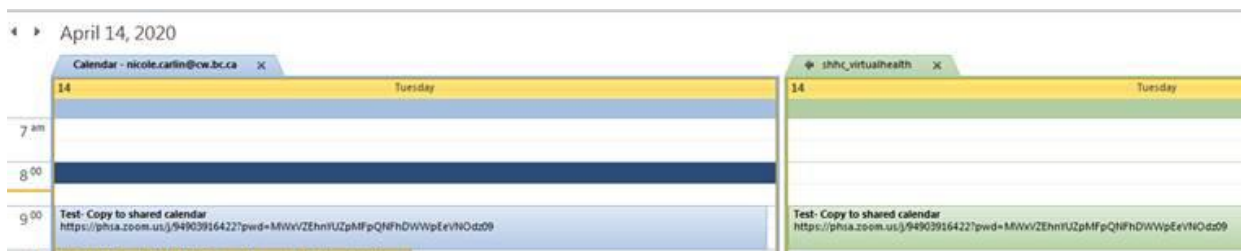## Clerks can modify/delete ZOOM Webinars originally created by other clerks.

As long as clerks have scheduling privileges assigned by the clinician, the clerks are able to modify/delete ZOOM webinars originally created by other clerks.

1. All modifications should occur through the web browser at www.zoom.us. Go to webinars, select the webinar that needs to be modified, double click on the blue hyperlink and edit.
2. Any modifications will create a new .ICS file which will have to be resent to provider, alternative hosts and copied into the generic clinic outlook calendar.

*Please follow the Quick Tip guide to modify and delete ZOOM Webinars.

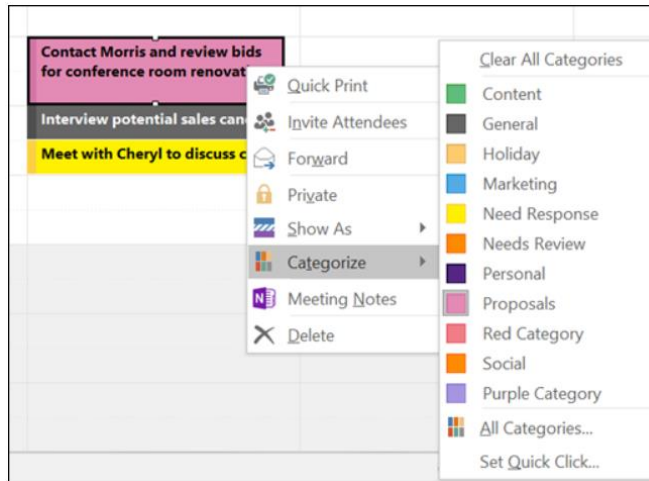## .ICS files can be dragged from personal Outlook calendars to Generic Clinic Outlook Calendars

When .ics calendar invite is saved from the ZOOM email invite, it is placed in your default outlook calendar (the Clerk's personal outlook calendar). The clerk can easily drag the .ics file to the generic clinic outlook calendar. The clerk could then also delete it from their personal calendar.
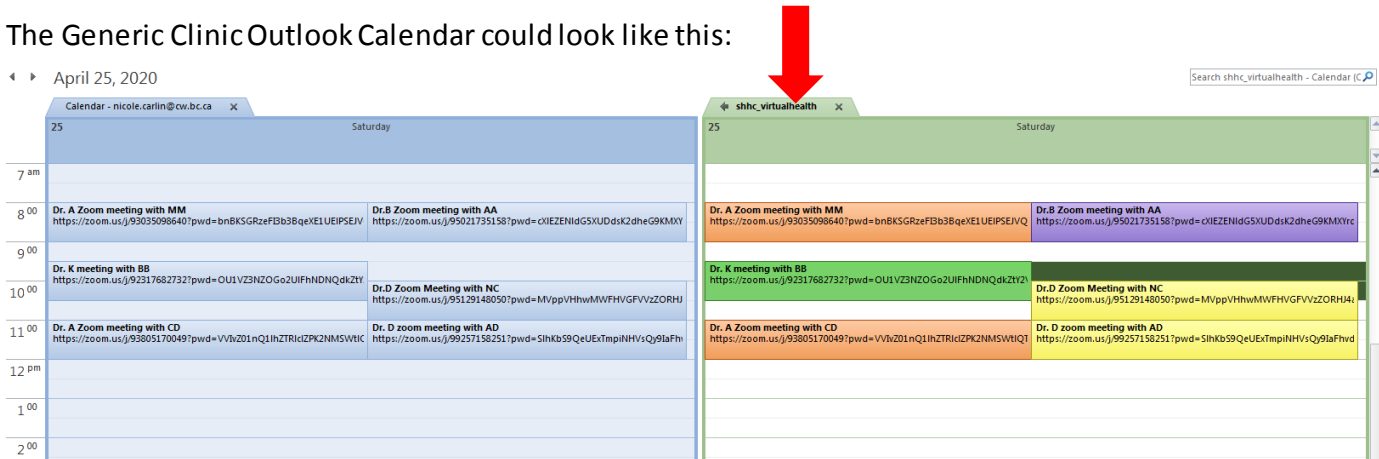

Tip: Modify the Subject of the .ics file when saving it into the shared clinic calendar. With several clinic appointments potentially at the same time, a shortened Subject line may make it easier to quickly view the physician and patient webinar visit. Your clinic may decide to not start the subject line with "virtual health" because it will be harder to differentiate from other appointments.

Complex Generic Clinic Outlook Calendar events should be colour coded as per clinician

Tip: Clerks should assign colour coding for clinicians to make it easy to view each clinician's activity. Learn how to colour code your outlook calendar appointments here.
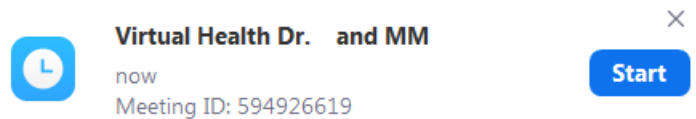
The Generic Clinic Outlook Calendar could look like this:

Turning off ZOOM notifications

When clerks book for many clinicians, they will frequently receive pop-up notifications to join ZOOM webinars for all of the clinician's appointments (even if they did not book)

1. To turn off ZOOM notifications, go to www.zoom.us web browser, sign in with your account and go to account settings.
2. Click off the "Upcoming meeting reminder" function. Blue means notifications are on. Grey means notifications are off.

Upcoming meeting reminder

Receive desktop notification for upcoming meetings. Reminder time can be configured in the Zoom Desktop Client.