# Zoom telehealth frequently asked questions (FAQ)

What is HCA offering?

- HCA has contracted with Zoom.com for a HIPAA/42 CFR Part 2 compliant telehealth service.

- These Zoom licenses are meant to support providers in continuity of care during the COVID-19 pandemic.

- There are a limited number of licenses; as a result, we are prioritizing requests for those who do not currently have telehealth capabilities.

- HCA has built an online application for requesting this service.

How do I get access to Zoom?

- Go to the HCA request for Zoom license online application form to apply. (https://fortress.wa.gov/hca/request-for-zoom-license/)

- Complete all of the information requested in the application. Double-check the email address you enter. Your email is how we communicate with you.

- HCA will prioritize and create Zoom accounts for providers based on critical needs.

- Once prioritized, HCA will create user (provider) accounts in Zoom.

- When your Zoom account is created, you will receive an activation email from Zoom, identifying that you have been provided a Zoom account by HCA. The email will look like:
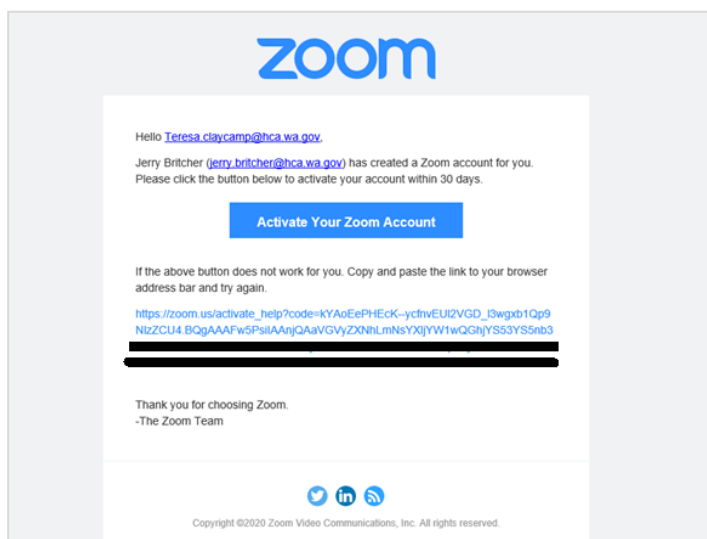
- Click on the **Activate Your Zoom Account** button in the email to complete your Zoom registration process (note that these accounts are paid for by HCA).

How do I get training or support if I need help?

- Access the Zoom Help Center. (https://support.zoom.us/hc/en-us)

- You will see **Popular Topics**, **One Minute Video Introductions**, and **Get Help**.

- Note that some of the content is for Zoom administrator roles (these are HCA staff).

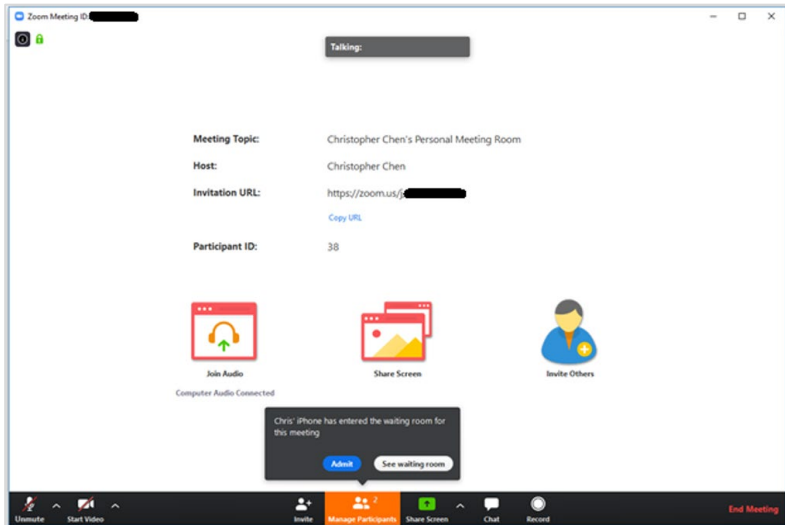## How do I find and use the Personal Meeting ID (PMID)?

- A PMID is needed to setup unique meetings, controlled by you.

- Find the PMID on your User page in the second box under Profile (highlighted in red; numbers redacted, as this number is unique to each user). The User page looks like:
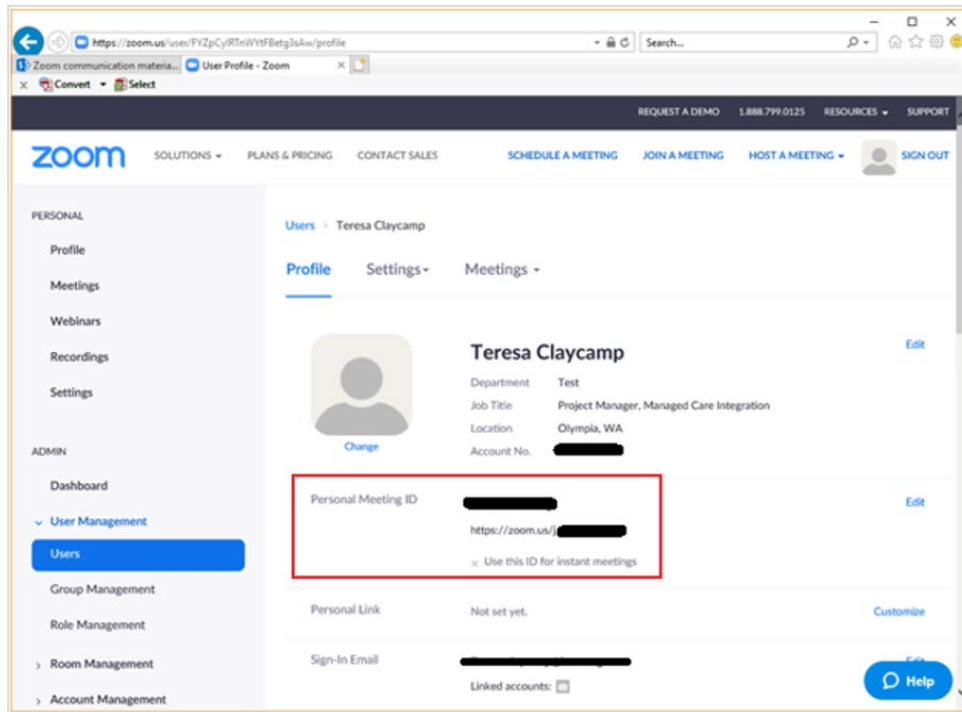
- The PMID is embedded in the URL (https://zoom.us/<PMID a 10 digit number>) and is used each time you have a client appointment.

- You will receive an email message with a link to your client session. The email looks like:
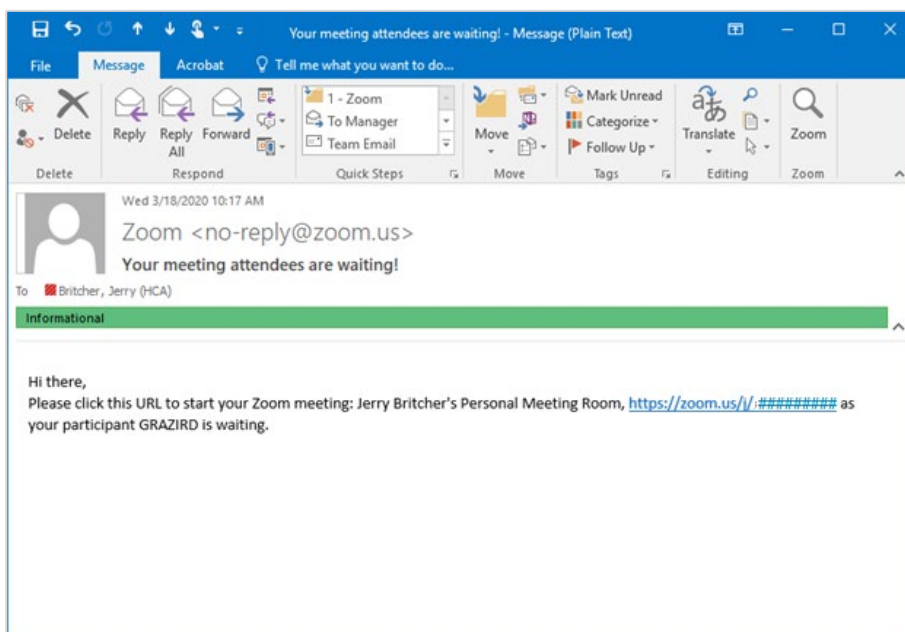
- At the time of the appointment, you will admit your clients into the session.

- Detailed instructions on this are found on [the Zoom Waiting Room webpage](https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room). (https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room)

- This is a sample of what you will see to admit people into your meeting room:

- If you are still meeting with your last patient, and your next patient tries to join your meeting, you will see them appear in the "Waiting Room."

- Make sure you do NOT admit them from the waiting room until your current patient leaves your conference.

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