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:

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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).
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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:

![User page screenshot](image1)

• 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:

![Email screenshot](image2)
• 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:

  ![Zoom Waiting Room](image)

  • 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.

Disclaimer

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