

Video Conferencing for Virtual Meeting/Sessions and Health Care Services during the COVID-19 Pandemic

The University recognizes that employees, students and health service providers need to stay connected.

The University is supporting the use of video conferencing platforms for work-related meetings, providing health services, etc. at this time. The University's preferred platform is Google Hangouts Meet. However we understand that other platforms, such as Zoom, are being used on an interim basis in response to the CoVid-19 pandemic.

Google Hangouts Meet

Google announced that access to Hangouts Meet premium features will be temporarily available to all G Suite and G Suite for Education customers at no cost **until July 1, 2020**.

Google Hangout Meet is an approved video-conferencing component of the University's overall G Suite. Employees, Instructors and students can use Google Hangout Meet for video-conferencing purposes (group meetings, one-on-one meetings/sessions, virtual interim health services etc.). **Since it is already an approved platform for use by University staff and students, it is a recommended platform during this period.**

The University's IST web site includes instructions and helpful guidance information about how to use Google Hangouts Meet

<https://ist.ualberta.ca/blog/google/take-advantage-premium-hangouts-meet-features>.

IST can assist users with questions about Google Hangouts Meet.

Processes Recommended for University Use of Google Hangouts Meet.

- Employees are encouraged to use the most appropriate virtual tools (telephone, secure messaging) to connect and using videoconferencing when necessary during this time.
- Use the University's instance of Google Hangouts Meet by signing into Google using your University (CCID and Password).
- Ensure all available privacy settings are set to maximum.
- Verify that you are conferencing with the correct participant(s).
- Properly inform students or external parties (non-university employees) about the purpose for the Google Hangout Meets meeting/session. If you will be collecting

identifiable personal information during the meeting/session (taking notes, etc.) provide the participant(s) with the required notification. This notification can be done verbally at the start of the session or via email following the session. IPO has some sample notification statements available on its web site.

<https://www.ualberta.ca/information-and-privacy-office/index.html>

- DO NOT record meetings/sessions. Google Hangout Meet is for live-streamed meetings/sessions only. If a participant begins to record the meeting/session, you may terminate that session.
- Any material records created during these meetings/session (notes, etc.) are to be managed and retained in accordance with the University's **Information Management and Information Technology** policies available on the UAPPOL web site and your specific unit established practices.
- Be aware of the transmitted image – all participants in meetings/session should be aware of the image they are transmitting via Google Hangout Meet. Ensure no personal information or confidential work that is not relevant or necessary for the meeting is visible.

Zoom

The University has approved Zoom for Education for use as an e-learning video –conferencing solution during the COVID-19 pandemic. Be aware that the University's Zoom Education licensing is primarily dedicated to E-learning. A free instance of Zoom Basic is available from <https://zoom.us/pricing>. The University's Privacy and Security teams are currently working on reviewing Zoom Basic for enterprise use by University employees and students working remotely.

Zoom Basic is outside the University Google Suite users may require additional technical support. Those interested in Zoom Basic should review the information available at <https://zoom.us/docs/en-us/covid19.html>

When creating a Zoom account for University work-related purpose use your ualberta.ca email account.

- Ensure all available privacy settings are set to maximum.
- Verify that you are conferencing with the correct participant(s).
- Properly inform participants about the purpose for the Zoom meeting/session. Provide the participant(s) with a FOIP Notification if you are collecting personal information

during the session (i.e. taking notes). This notification can be done verbally at the start of the session or via email following the session.

- IPO has same notification statements available on its web site.
<https://www.ualberta.ca/information-and-privacy-office/index.html>
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- DO NOT record meetings/sessions. Zoom is for live-streamed meetings only. If a participant begins to record the session, you may terminate that session.
- Any material records created during these meetings/session (notes, etc.) are to be managed and retained in accordance with the University's Information management and Information technology policies available and your specific unit established practices.
- Be aware of the transmitted image – all participants should be aware of the image they are transmitting via Zoom. Ensure no personal information or confidential work is visible.

Using Video Conferencing Platforms to provide health services

- Health Service Providers are encouraged to use the most appropriate virtual tools (telephone, secure messaging) to connect with patients and use videoconferencing when necessary during this time.

If you decide on video-conferencing:

- Send an email to the intended patient requesting a video conference session appointment. Limit the email to the date and time of the session. Keep the nature of the service confidential.
- Obtain the patient's consent prior to beginning the session.
 - General guidance on video conferencing is available through the University's IST
 - The Alberta College of Physicians and Surgeons' advice and rules on virtual care is available at http://www.cpsa.ca/wp-content/uploads/2020/03/AP_COVID-19-Virtual-Care.pdf The CPSA's rules are still instructional to any health service provider, not just physicians and can be followed as a best practice.

For Health Service Providers who are also custodians under the Health Information Act (HIA), the use of Google Hangouts Meet to provide virtual health services during the pandemic will require the prior submission of a Privacy Impact Assessment (PIA). The Information and Privacy Commissioner's office has agreed to amend the PIA submission

requirements for systems put in place for pandemic management. The Information and Privacy Office (OIPC) will create a PIA template consistent with advice provided by the OIPC. Contact the University's IPO for details.

NOTE: Identifiable health information was **not** included in the University's original use case for the Google Suite. Providing video conferenced virtual health services **must not** persist past the period of the CoVid-19 pandemic. Reassessment of virtual health platforms will occur as necessary upon resolution of the pandemic.

Again, videoconferencing using these tools is still to be a method of last resort – still utilize more secure methods wherever possible

Health service providers may have other options available within their individual faculties and should contact their local IT group to inquire about appropriate use.