



# Frequently Asked Questions:

## What is Zoom, why is it used in health care and how does it protect my security and privacy?

### About the First Nations Virtual Doctor of the Day Program

The following information is a summary from the following Zoom Information Sheets Zoom and PIPEDA/PHIPA Compliance and Zoom for Healthcare.

#### 1. What is Zoom?

Zoom is an online tool for video communications. It consists of a cloud platform for video and audio conferencing, collaboration, chat, and webinars across mobile devices, desktops, and telephones. You can learn more about zoom by going to their website:

<https://zoom.us/>

- Clients may be treated virtually from anywhere, from any device, ensuring timely medical care.
- HD video and audio provide good quality telehealth visits.
- Simple user management make video a seamless component of the telehealth experience.

- Access to FNHA Zoom sessions can only be accomplished if the host admits the participant into the session.
- FNHA Zoom accounts do not allow users to sign in with Facebook.
- FNHA Zoom accounts have restricted screen sharing, file transfer and screen capture options.
- FNHA IT Security is engaged with the Zoom Privacy Office.

#### 2. Is Zoom widely used in the health care field?

Yes, Zoom is a popular online tool for supporting clients access primary health care. The main reasons it is used among health care professionals include:

- Consistent high-quality video conferencing, even in low-bandwidth environments.

#### 3. What protections has FNHA put into place for using Zoom?

- FNHA Zoom accounts have all audio and chat recording disabled so there is nothing stored anywhere to access.
- FNHA Zoom accounts automatically lock and encrypt all sessions to outside access preventing anyone from jumping into an active session.

- FNHA Zoom account settings have been reviewed by FNHA Information Security to ensure security best practices are followed – these will continue to be monitored and adjusted as needed.

#### **4. Does the Ministry of Health endorse the use of Zoom?**

Zoom for Healthcare is endorsed by the Ministry of Health and the Provincial Health Services Authority.

Due to recent media attention on Zoom security, the Ministry of Health has released the following statement:

“The Digital Health COVID-19 Response Team is aware of and following recent media attention focused on privacy and security concerns with the virtual care tool Zoom. Zoom and Zoom for Healthcare (being deployed in Health Authorities) is rapidly deploying across the health sector. Zoom (the company) has been responsive in

rapidly addressing privacy/security issues, and we are assessing the security and privacy risks of using Zoom for patient care. At this time, we are not recommending discontinuation of Zoom.”

#### **5. How does Zoom protect the security and privacy of its customers?**

Zoom for Healthcare is compliant with the Health Insurance Portability and Accountability Act (HIPAA), Personal Information Protection and Electronic Documents Act (PIPEDA) and the Personal Health Information Protection Act (PHIPA).

#### **6. How does Zoom protect its customers data?**

Zoom’s commitment to protecting the security and privacy of customers’ data includes:

- Submitting its privacy practices to independent assessment and certification with TrustArc;
- Undergoing an annual SSAE-16 SOC 2 audit by a qualified independent third-party; and,
- Performing regular vulnerability scans and penetration tests to evaluate its security posture and identify new threats.