Welcome to today's webinar

BEST ZOOM PRACTICES AND HOW TO USE ZOOM FOR ONLINE THERAPY

Lincoln Wachtel & Tauseef Mohammad

The Couples Institute &
The Developmental Model of Couples Therapy

What we plan to cover today

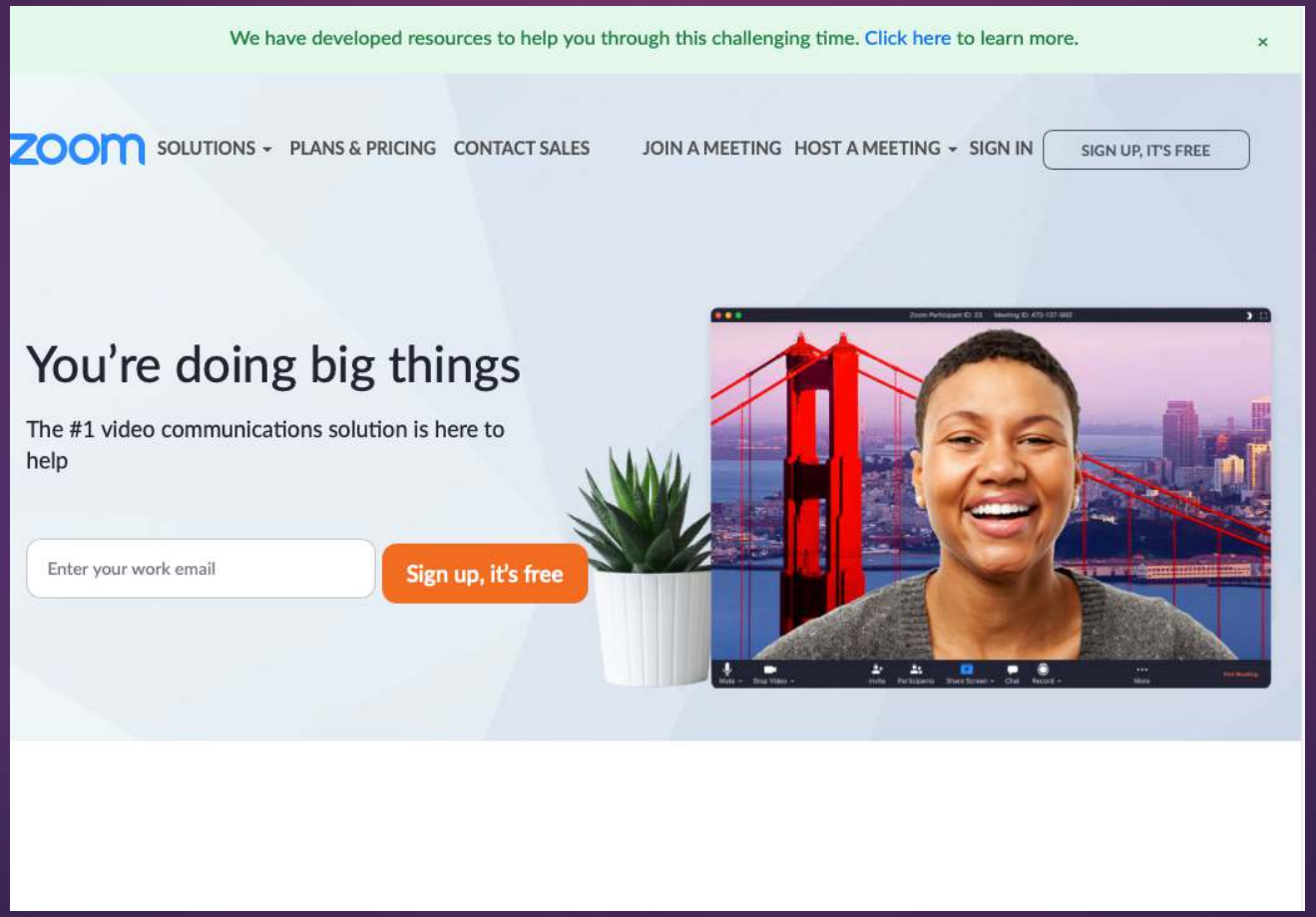
- Unprecedented times
- During our last free webinar most of the questions we received were about using Zoom
- Basics of Zoom
- Navigating the Zoom app, logging in and accessing settings
- Improving your user experience and best practices
- How to videos
- Other video conferencing options
- Questions and answers

THE Couples INSTITUTE®

Getting Started

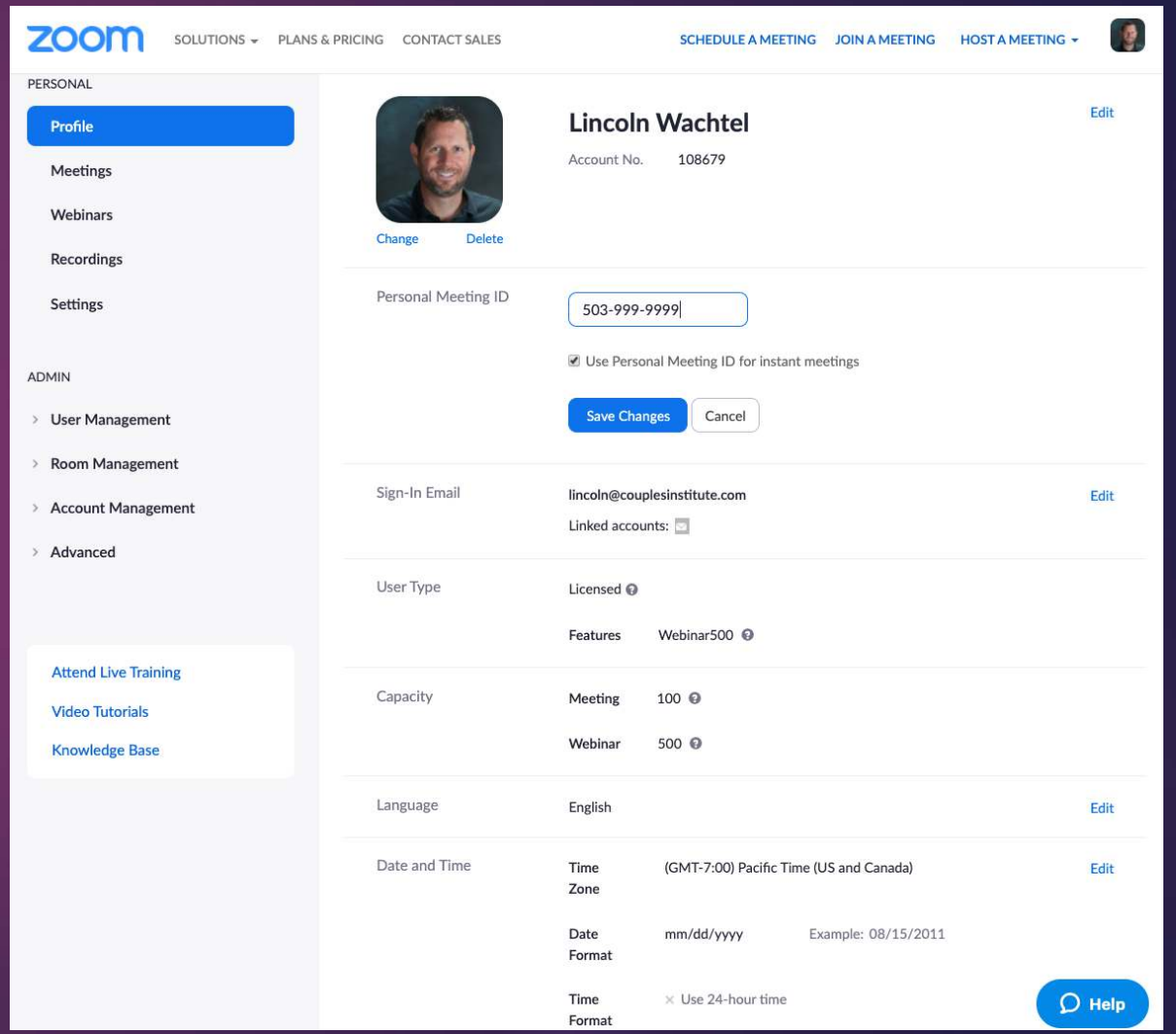
THE Couples INSTITUTE®

- Create you own account https://zoom.us/



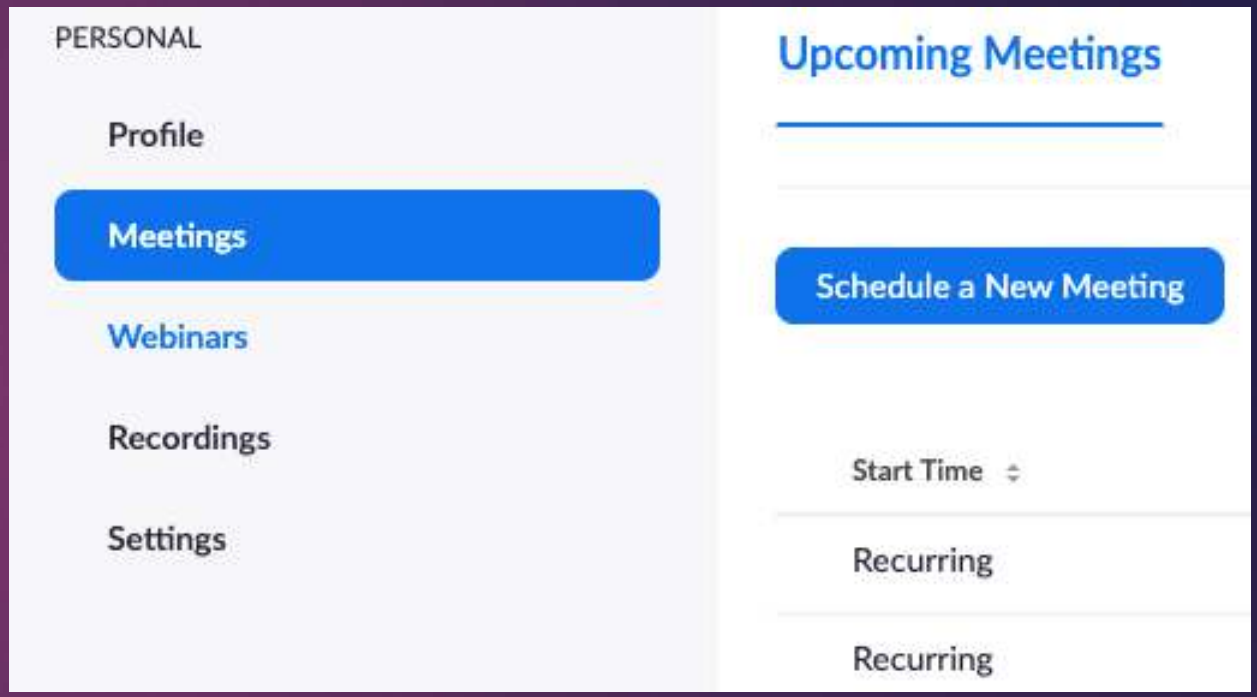
Profile

- Personal ID
- You can can share this link with anyone for instant mtgs



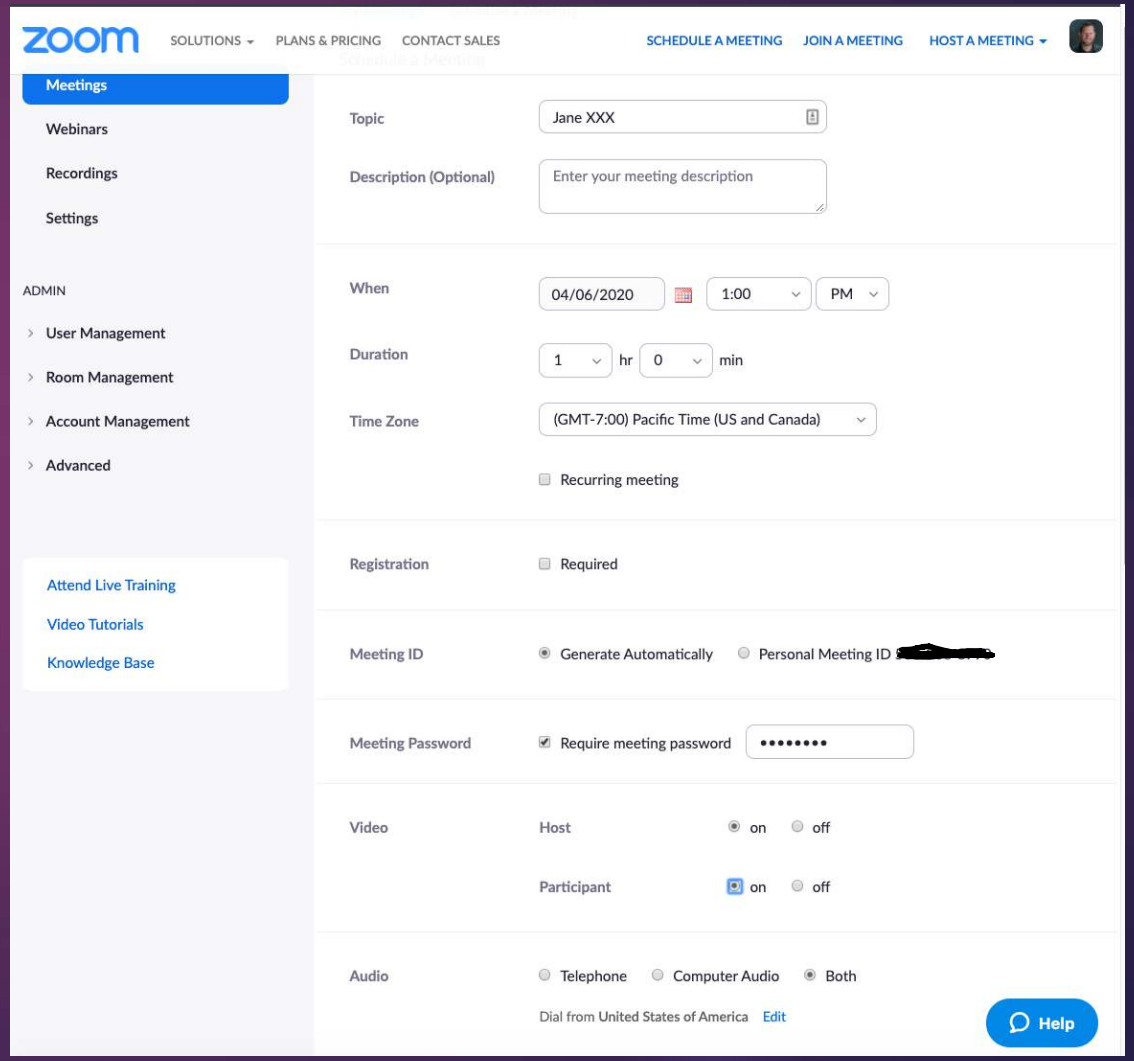
Meetings

- Where you go to set up your mtgs
- See Blue Box “Schedule a New Meeting”



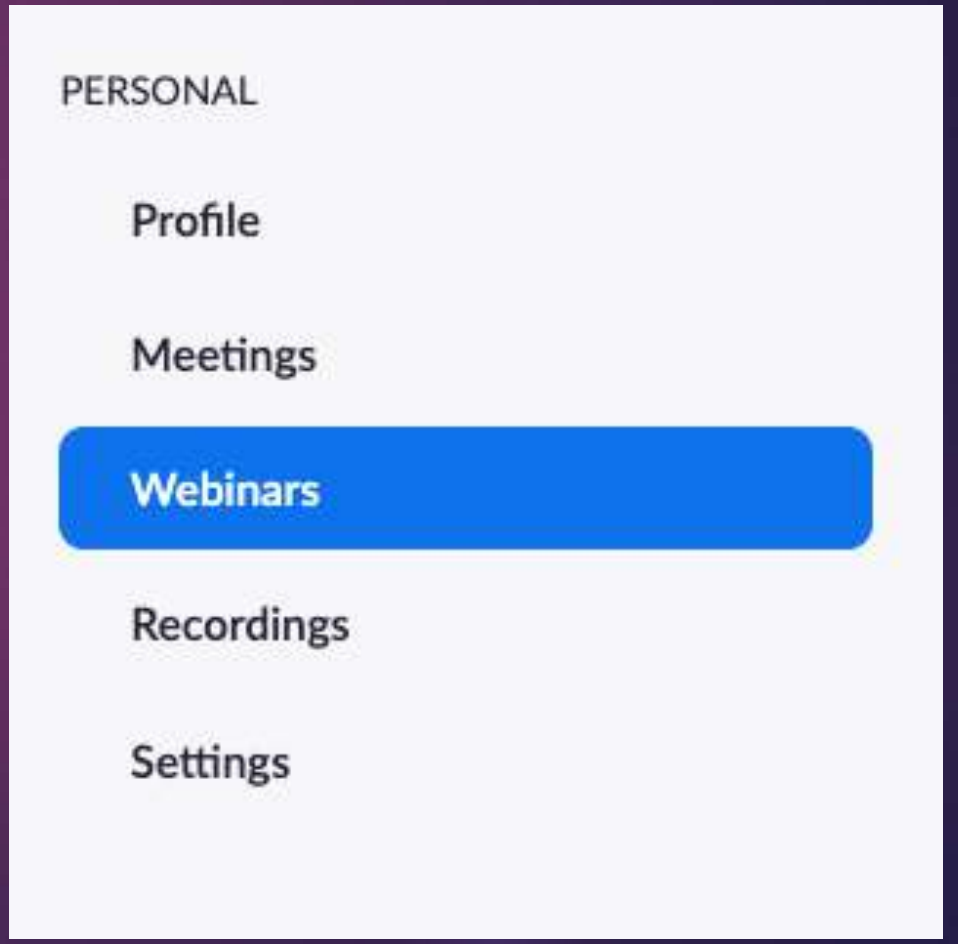
Meetings Pt 2

- Set Set date, time, duration, time zone
- Set recurring mtgs for the same client
- Can choose to Generate Automatically or use Personal Meeting ID
- Choose Generate Automatically for individual link only person or people with that link they can join
- Can require a meeting password



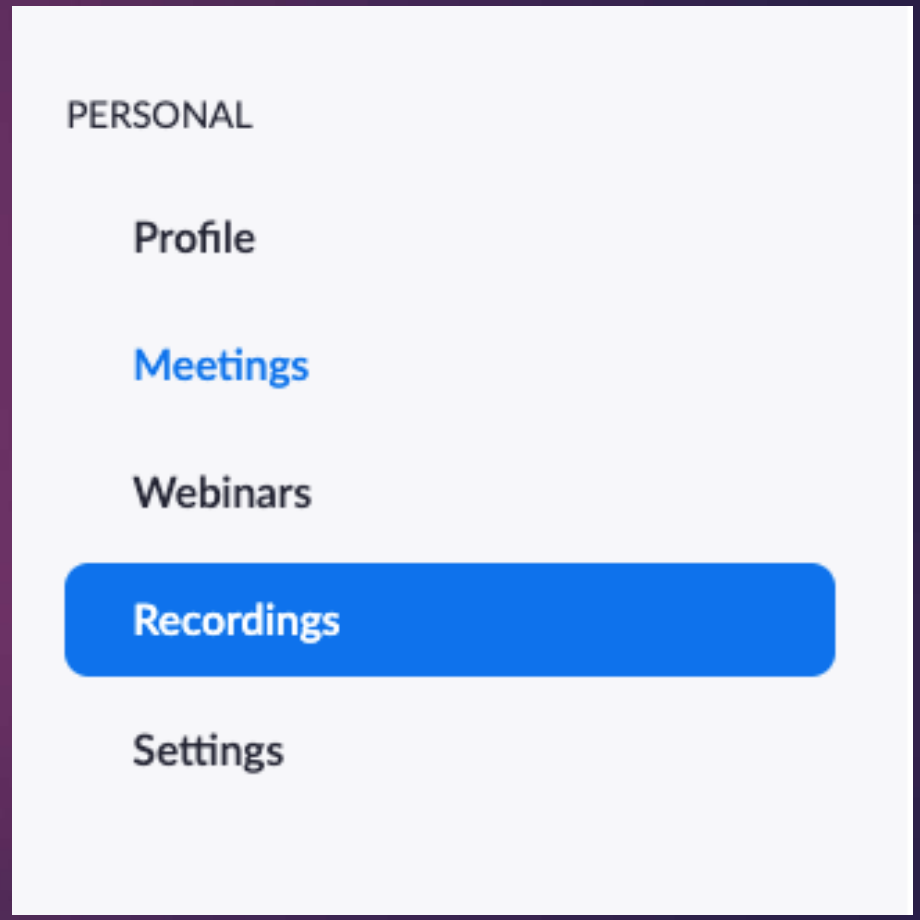
Webinars

- For setting up webinars like these



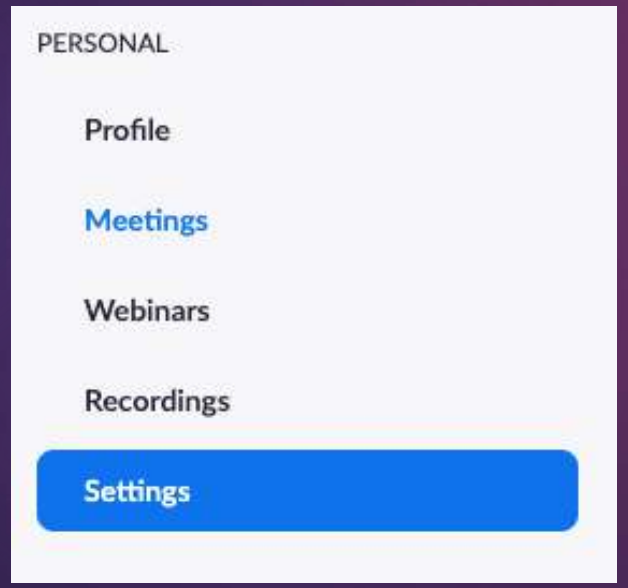
Recordings

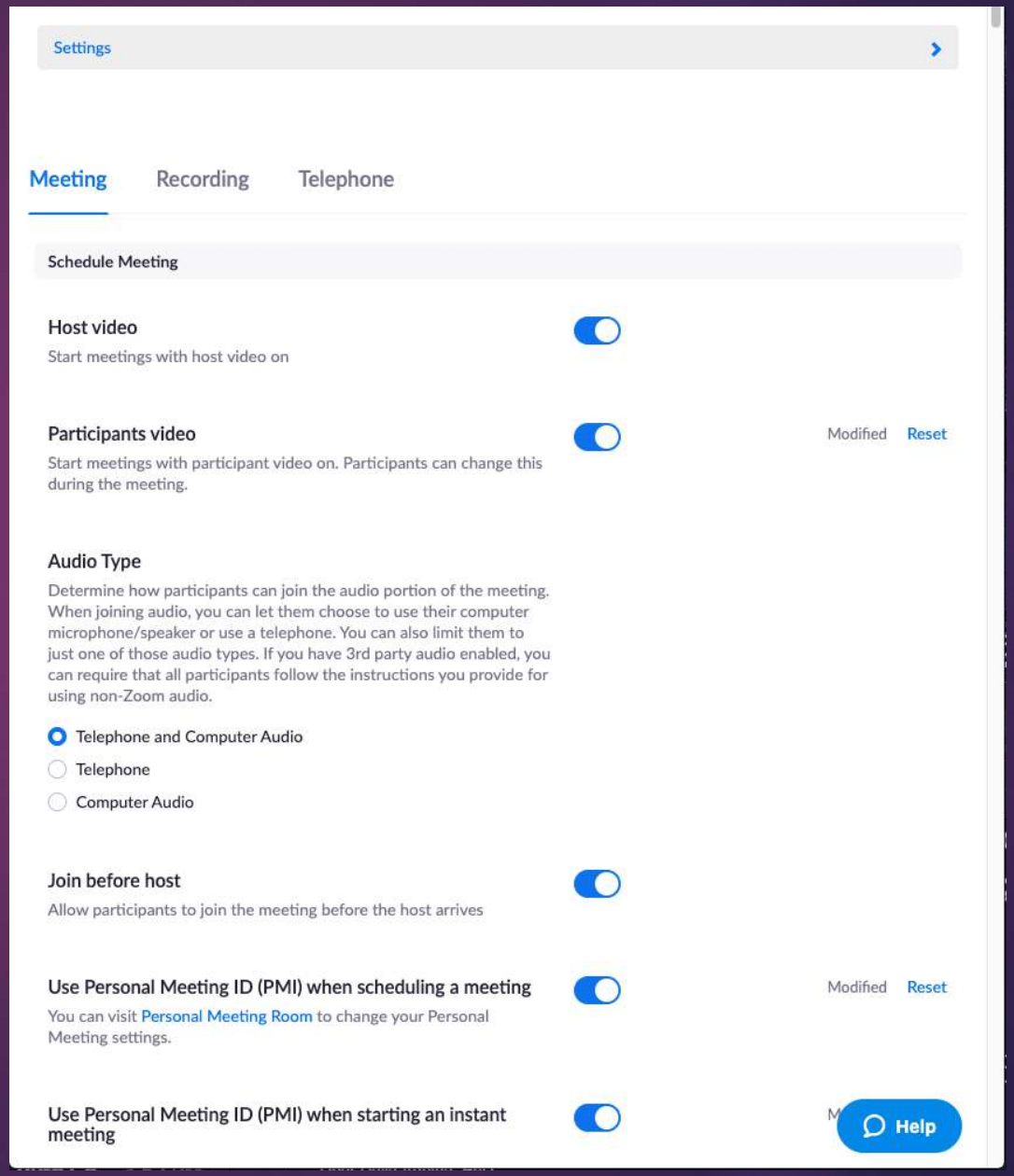
- Where you will find your recordings
- Red light blinks while recording
- Share these via email
- Can store on your computer
- Can store in the cloud
- Limited editing ability



Settings

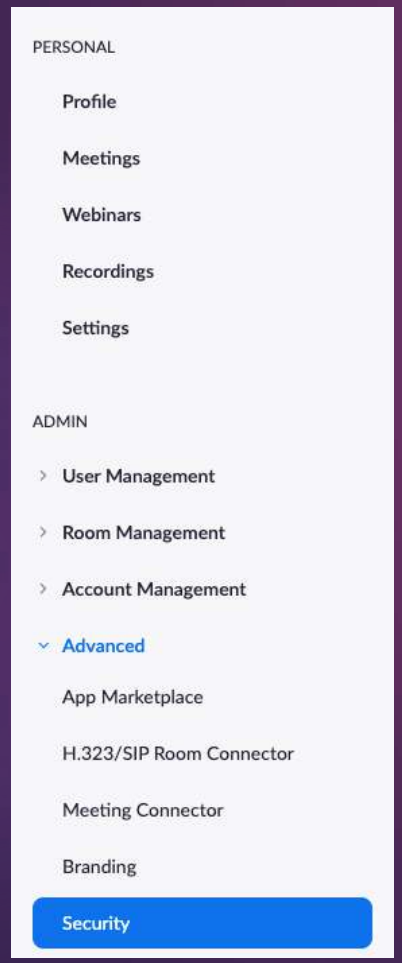
- Long list of options to choose
- Review and choose your preferences

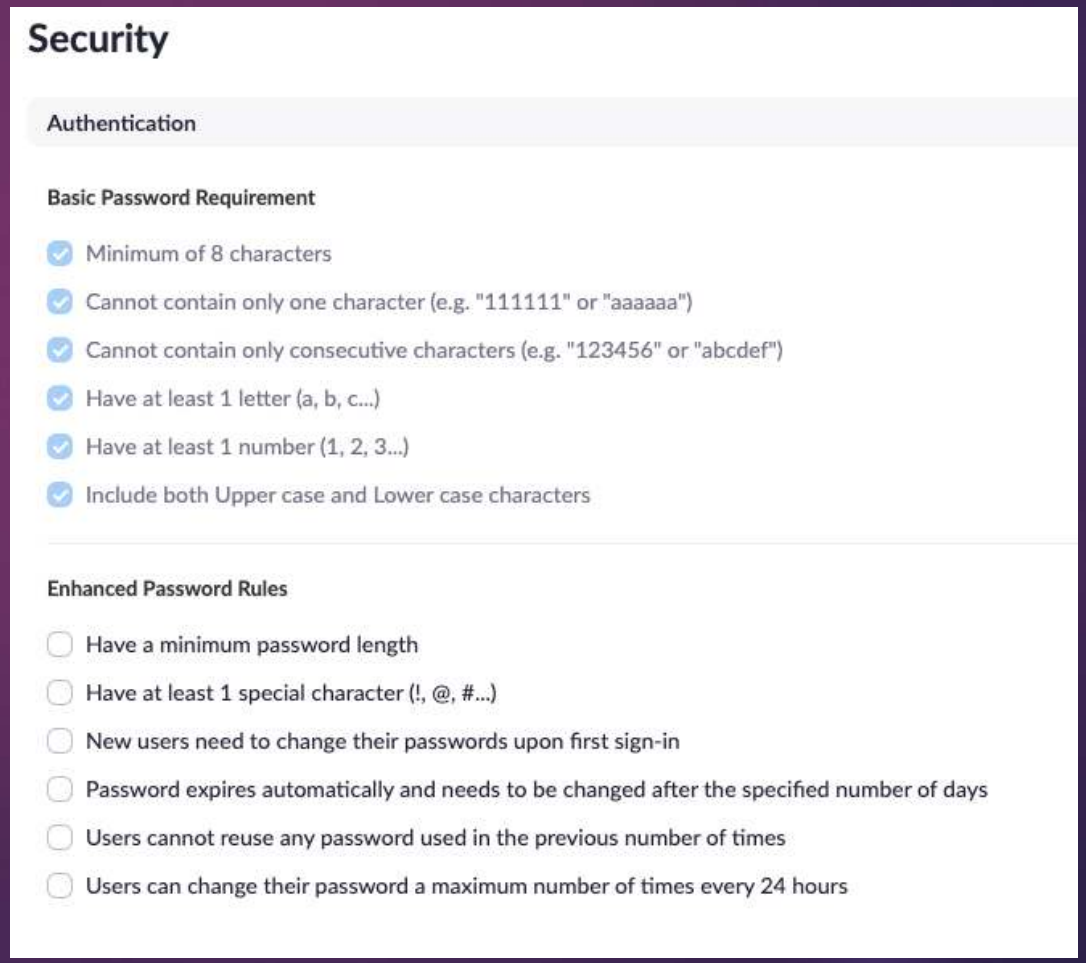




Under ADMIN, Advanced, Security

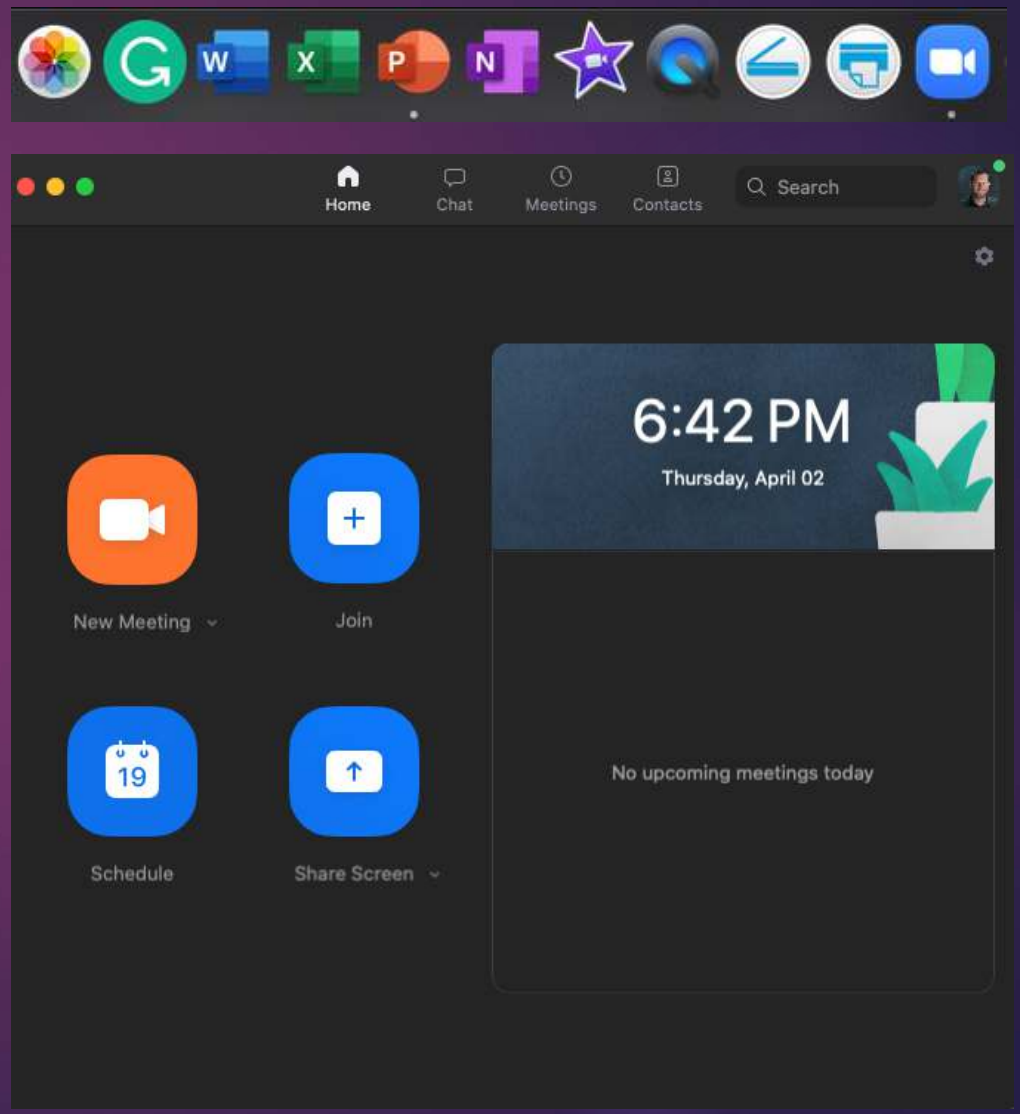
- Options on how to set your passwords





Download Zoom app on computer

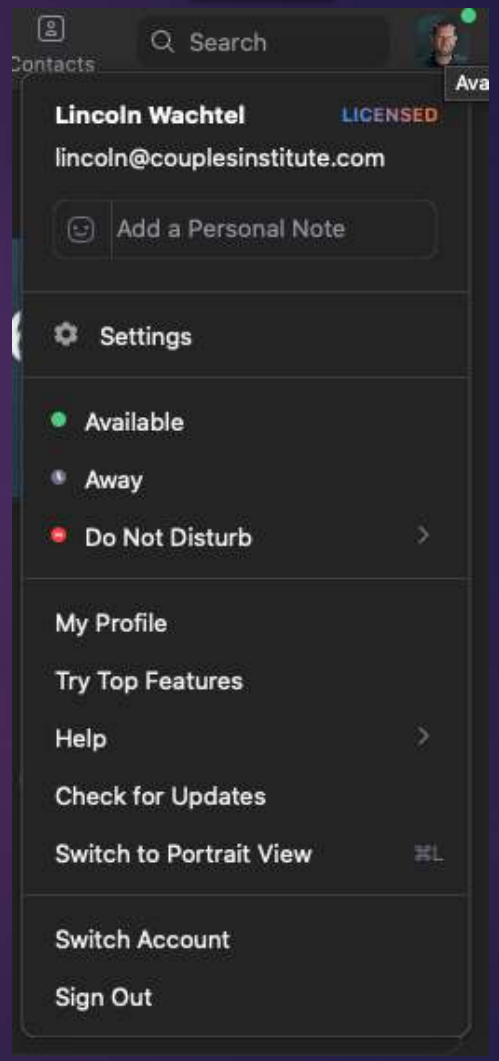
- Open application from dock
  - New Meeting
  - Join a mtg *
  - Schedule
  - Share Screen



THE Couples INSTITUTE®

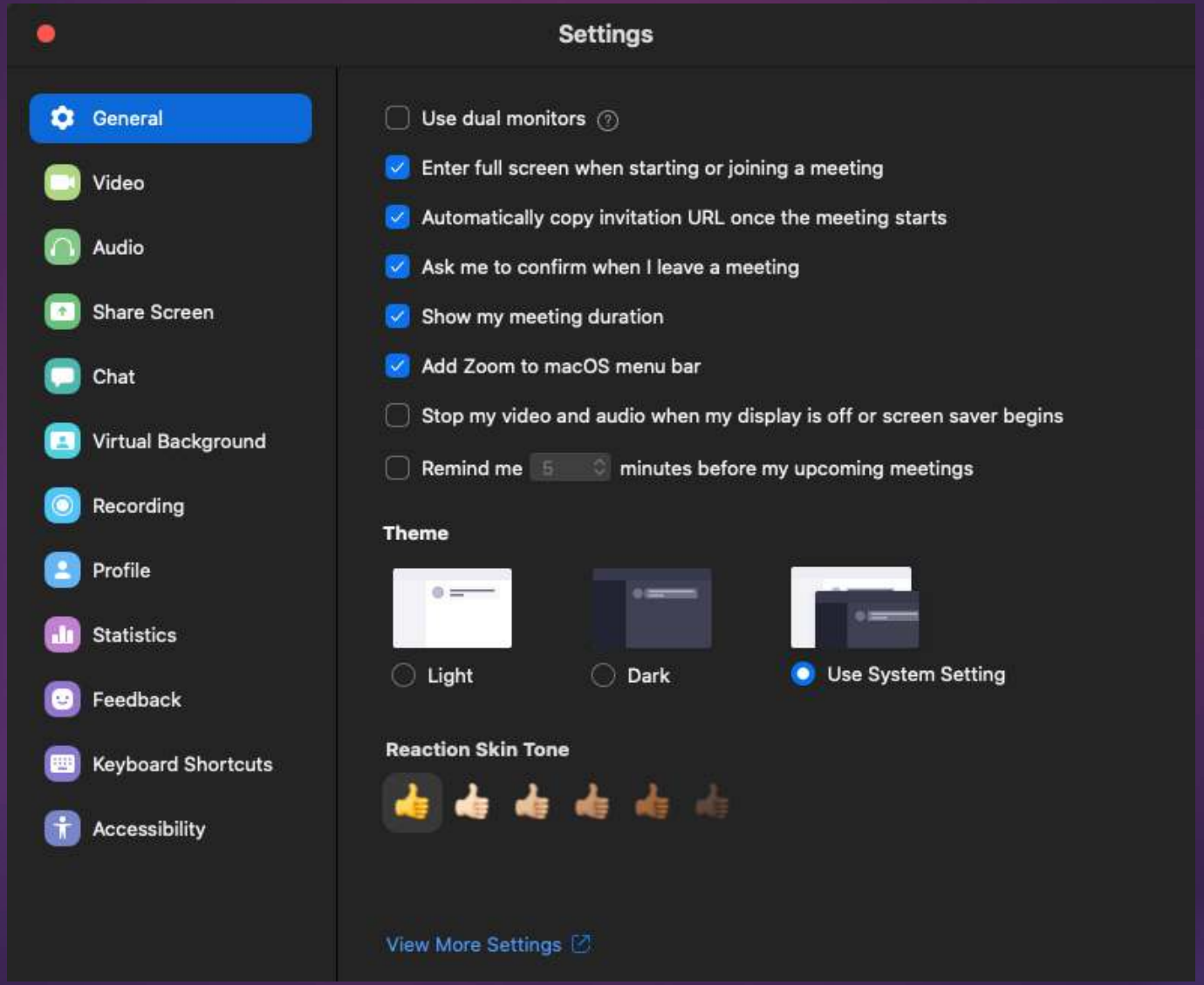
Zoom app

- Top right is your profile
- Sign in
- Key items here is Settings and Check for Updates



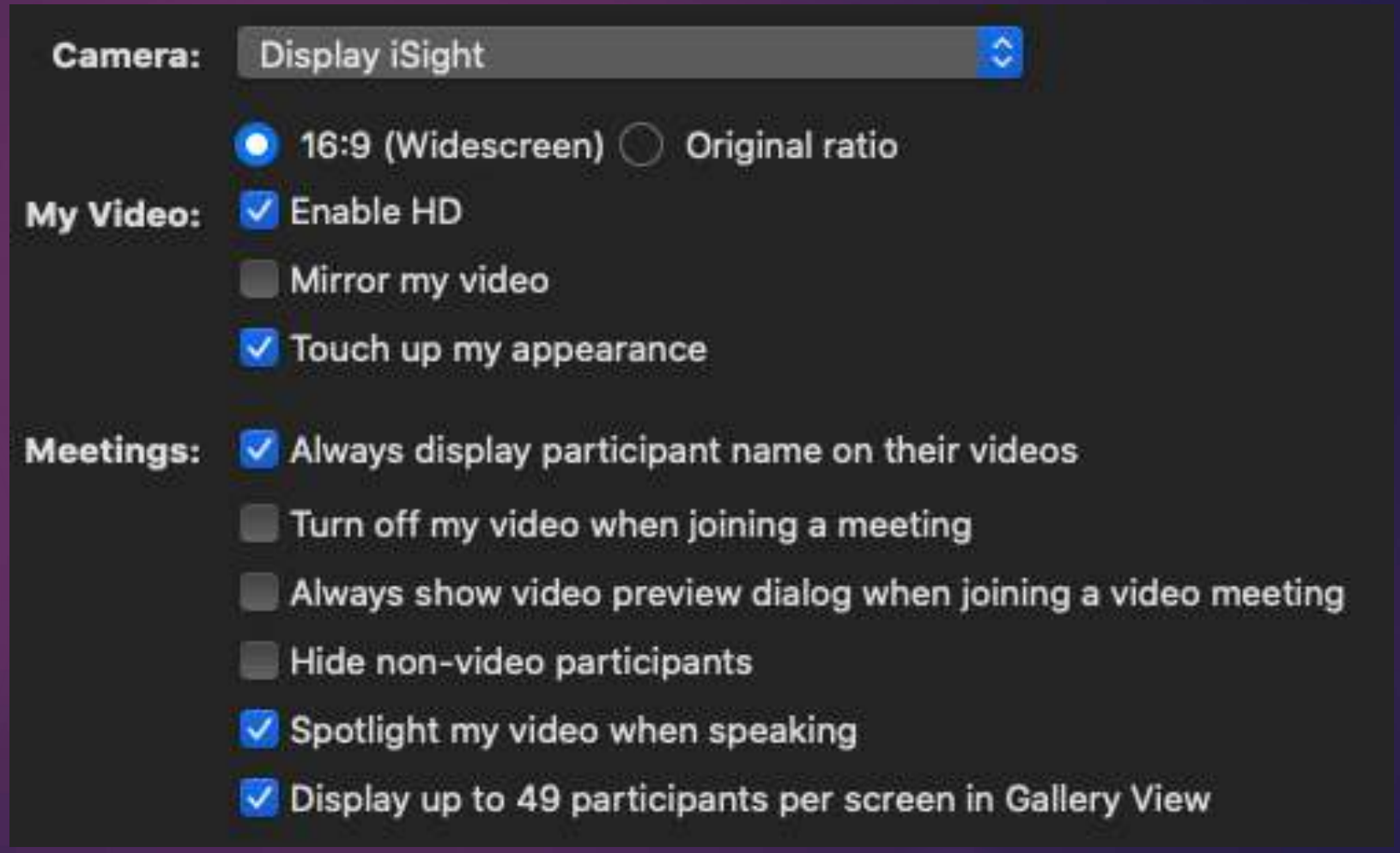
Settings

THE Couples INSTITUTE®



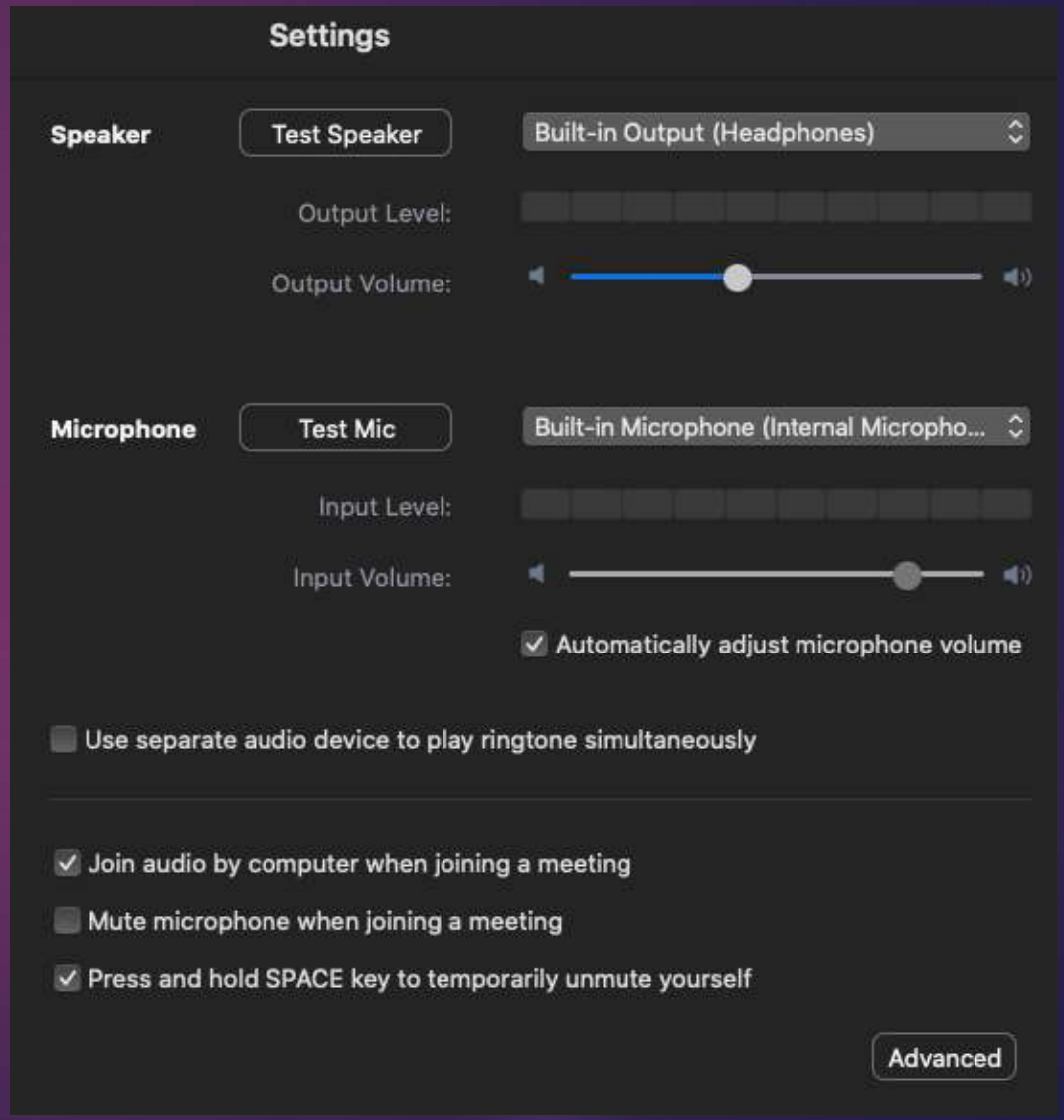
Settings Video

- Enable HD
- Touch up
- Options



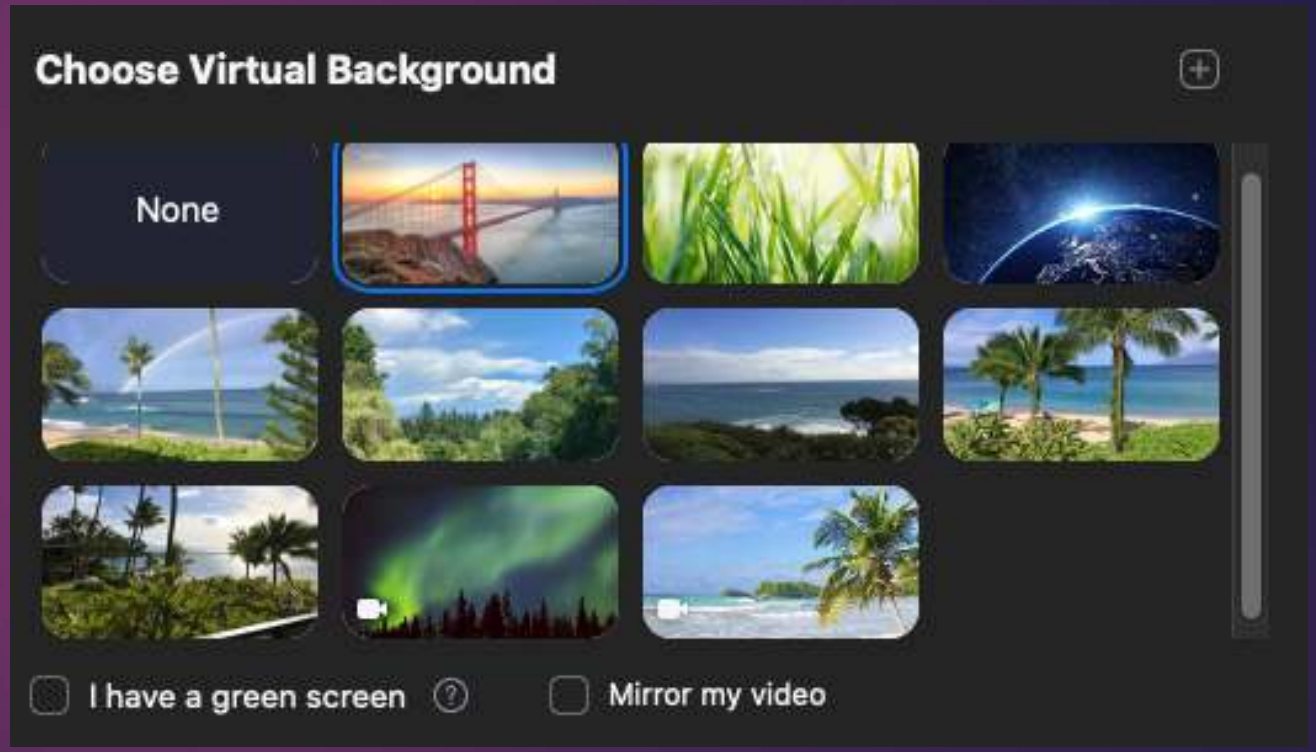
Settings Audio

- Test Speakers
- Test Mic
- Add headphones, ear buds
- Audio issues go here!



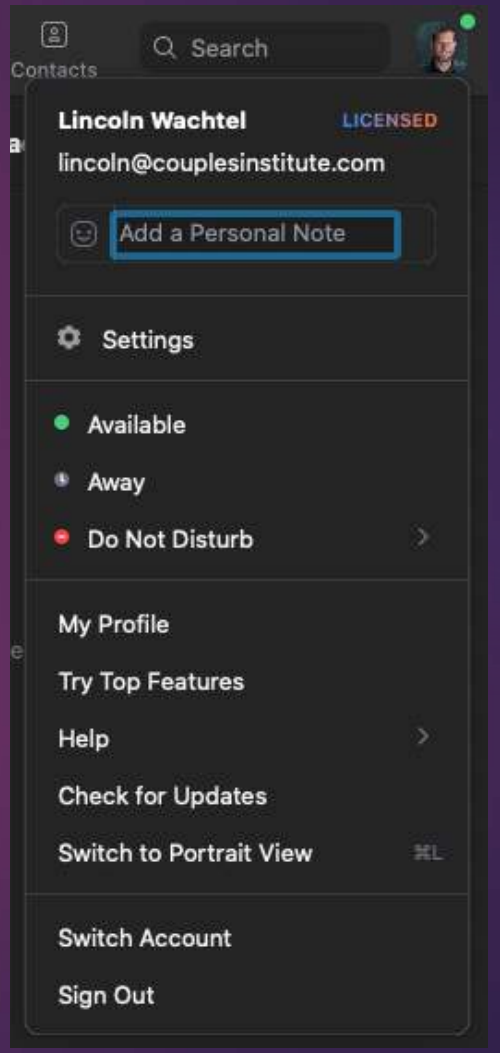
Settings Virtual Background

- Choose
- Add with plus button
- Video options
- Green Screen
- Mirror Screen
- None



Profile Check for Updates

- Check regularly
- Also update your computer



User Experience while in a meeting

- Mute
- Stop Video
- Choose Background and switch cameras
- Invite
- Manage Participants – rename, mute, video, REMOVE
- Polling
- Screen Share
- Chat
- Record
- Breakout Rooms
- Reactions-Thumbs up, clap
- More-FB Live, You Tube
- End Meeting

User Experience while in a meeting

- Speaker View or Gallery View?

THE Couples INSTITUTE®

User Experience

- Add an external camera
- Use headphones
- Add a background

Zoom Etiquette

- Mute when there is background noise
- Turn off camera when appropriate
- Check yourself in the mirror before you join
- Check your background
- Turn off ringers and notifications
- Turn off alarms
- Pay attention
- Ask for a break if needed

User Experience

- Zoom is an internet-based platform and competes for bandwidth
- Close out all other programs like email, Skype, and especially web browsers

User Experience

- Plug into an ethernet cable if possible
- Sit near your modem if using wi-fi
- Be aware of other devices being used

For Your Clients

- Walk them through the Zoom technology
- Share best practices if they have not used Zoom
- Suggest they download the Zoom app
- Set them up with their own unique link with password

How to Videos

- Google is your friend ☺
- Joining a meeting
  https://youtu.be/hIkCmbvAHQQ
- Scheduling a Meeting with Zoom
  https://youtu.be/XhZW3iyXV9U
- Host and Co-Host Controls in a Meeting
  https://youtu.be/ygZ96J_z4AY

How to Videos

- Recording a Zoom Meeting
  https://www.youtube.com/embed/IZHSAMd89JE?
- Joining & Configuring Audio & Video
  https://youtu.be/-s76QHshQnY
- Sharing Your Screen
  https://youtu.be/YA6SGQIVmcA

How to Videos from Zoom

- Support from Zoom during the COVID-19 pandemic
  - Daily Demos
  - Blogs
  - Tutorials
  - Traning sessions

  https://zoom.us/docs/en-us/covid19.html

Telehealth during COVID-19

- A covered health care provider that wants to use audio or video communication technology to provide telehealth to patients during the COVID-19 nationwide public health emergency can use any non-public facing remote communication product that is available to communicate with patients. OCR is exercising its enforcement discretion to not impose penalties for noncompliance with the HIPAA Rules in connection with the good faith provision of telehealth using such non-public facing audio or video communication products during the COVID-19 nationwide public health emergency. This exercise of discretion applies to telehealth provided for any reason, regardless of whether the telehealth service is related to the diagnosis and treatment of health conditions related to COVID-19.

Telehealth during COVID-19

- For example, a covered health care provider in the exercise of their professional judgement may request to examine a patient exhibiting COVID- 19 symptoms, using a video chat application connecting the provider's or patient's phone or desktop computer in order to assess a greater number of patients while limiting the risk of infection of other persons who would be exposed from an in-person consultation. Likewise, a covered health care provider may provide similar telehealth services in the exercise of their professional judgment to assess or treat any other medical condition, even if not related to COVID-19, such as a sprained ankle, dental consultation or psychological evaluation, or other conditions.

Telehealth during COVID-19

- Under this Notice, covered health care providers may use popular applications that allow for video chats, including Apple FaceTime, Facebook Messenger video chat, Google Hangouts video, Zoom, or Skype, to provide telehealth without risk that OCR might seek to impose a penalty for noncompliance with the HIPAA Rules related to the good faith provision of telehealth during the COVID-19 nationwide public health emergency. Providers are encouraged to notify patients that these third-party applications potentially introduce privacy risks, and providers should enable all available encryption and privacy modes when using such applications.

Telehealth during COVID-19

- Under this Notice, however, Facebook Live, Twitch, TikTok, and similar video communication applications are public facing, and should not be used in the provision of telehealth by covered health care providers.

Recent concerns about Zoom

- They have had tremendous growth during the COVID-19 pandemic
- We have been working with them for 3 years and they have had excellent customer service
- We are continuing to track and monitor developments
- They posted the info below on their website a couple days ago:
  - Zoom does not sell user's data
  - Zoom has never sold user data in the past and has no intention of selling users' data going forward
  - Zoom does not monitor your meetings or its contents
  - Zoom complies with all applicable privacy laws, rules, and regulations in the jurisdictions within which it operates, including the GDP are in the CC PA

Other video conferencing options

- Zoom Health Care Plan
- Theranest
- Simple Practice
- Doxy.me
- VSee

THE Couples INSTITUTE®

Questions and Answers

- Use the raise your hand feature and we can invite you to join us live with your video on