

zoomphone

# Zoom Phone for Healthcare

Healthcare organizations are adopting digital care models to provide a streamlined experience for both patients and clinicians. Zoom provides a secure platform for healthcare communications that meets both HIPAA and SOC-2 compliance. Zoom Phone is a full-featured cloud telephony solution that is easy to use and administer while providing a modern experience that today's healthcare organizations demand.



## TODAY'S CHALLENGE

The pace of healthcare has accelerated, requiring modern tools and business processes. Legacy phone systems simply do not provide the flexibility and agility we need in today's rapidly-evolving healthcare landscape. Staff, clinicians, and administrators are all looking for easy-to-use communication tools to streamline and improve their day to day interactions with colleagues and patients.



## AN ALL-IN-ONE PHONE SYSTEM

Zoom Phone is the cloud PBX solution built for the Zoom platform. It can replace your existing phone system and work seamlessly with video meetings and chat on the Zoom platform. HD voice delivers high quality audio to all Zoom Phone endpoints.

# ZOOM PHONE FEATURES FOR HEALTHCARE

Zoom Phone has the modern features and functionality that healthcare organizations need.



## SMS (Text Messaging)

In addition to voice communication, Zoom Phone provides text messaging (SMS). When communication with other healthcare professionals or patients is best delivered as a text message, Zoom Phone has you covered.



## Caller ID

Depending on the purpose of the call, a user can select to display their caller ID as their direct number, a main office number, a call queue, or no caller ID at all. This feature is important when deciding whether you want patients or other outside contacts to have access to your contact information



## Elevate to Meeting

While on a call, a user can easily transition to a Zoom Meeting with content sharing and video with the click of a button or easily bring patients or other healthcare professionals into the call over voice or video. You decide the level of communication based on the clinical or administrative needs of the interaction.



## Safety & Security

Zoom Phone is fully encrypted with 256-bit AES-GCM encryption, and can integrate with paging systems, emergency broadcast systems, and physical phone devices from a variety of manufacturers.

Using nomadic E911, Zoom Phone allows users to contact emergency services from any location, on-or off the healthcare organization campus and simultaneously alert an internal safety team for more added emergency response, without the need for additional 911 service providers. This could be sending personnel to a patient's room or immediately reacting to a major crisis on the grounds of the hospital or other healthcare facility.



## Single Client

Zoom is available on PC, Mac, iOS, and Android. Once licenses are provisioned, a full-featured phone experience will be available in the Zoom mobile and desktop application which provides clinicians and healthcare staff one easy platform for communications.



## Call Recording

Other phone systems may require add on licensing or services for call recording. Automatic and manual call recording are included with Zoom Phone.



## Call Queues

An administrator can configure incoming calls to route to a designated group of users, such as main office reception, patient scheduling, prescription refill, clinical nurse support and more, etc. Call distribution can be configured based on simultaneous, sequential or rotating options.



## Call Flip

With Zoom Phone, a clinician or other healthcare worker can answer a call on their desktop or desk phone and "flip" the call to another device such as a mobile phone or Zoom Room to continue the conversation. This allows communications to follow you regardless of location.



## Voicemail to Email

Zoom Phone provides visual voicemail and automatic transcription so users do not have to listen to the message if they prefer to read it instead. This feature provides a modality to keep patient and other communication in a form it can be saved to the EMR or other Health Information Technology System (HIT). Voicemail notifications are delivered via email with transcription of the message and an audio file attachment.

### HIPAA Certification

Currently, the agencies that certify health technology – the Office of the National Coordinator for Health Information Technology and the National Institute of Standards and Technology – do "not assume the task of certifying software and off-the-shelf products" (p. 8352 of the Security Rule), nor accredit independent agencies to do HIPAA certifications. Additionally, the HITECH Act only provides for testing and certification of Electronic Health Records (EHR) programs and modules.

Thus, as Zoom is not an EHR software or module, our type of technology is not certifiable by these unregulated agencies.

Zoom's HIPAA Attestation performed by a third party that reviewed and affirmed that Zoom implements the controls needed to secure protected health information (PHI) according to the requirements of the Health Insurance Portability and Accountability Act (HIPAA) Security Rule, Breach Notification Rule, and the applicable parts of the Privacy Rule. The Attestation was conducted in compliance with the American Institute of Certified Public Accountants (AICPA) Statement on Standards for Attestation Engagements (SSAE) 18, AT-C sections 105 and 205.