




B H C W A U S A U Telehealth




ZOOM
WAITING ROOM


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1




Zoom Waiting Room







Overview
What problem are we solving?



The Patient Experience



The Clinician Experience



Making the Change

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2

● Zoom Waiting Room: Overview



Experience with “No Waiting Room”

- If patient is already logged in/connected...
 - Patient is “on screen” as soon as you start the meeting
 - No time to arrange your windows (or your hair)
- If patient is not there, may “jump in” anytime
 - potentially catching you off guard
 - you may have muted your camera (and are now trying to find your controls again)



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3

● Zoom Waiting Room: Overview



Experience with Waiting Room

- **Mimics “traditional rooming” process**
 - Patient enters waiting room
 - Clinician admits patient into Zoom room when ready
- **Can be set up on a global settings basis**
 - All future appointments in all rooms will have the waiting room enabled
 - We’d have to manually update existing appointments (but can do this from the administrator account)



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4

Patient Experience

The image shows two overlapping Zoom window screenshots. The top-left window is a waiting room screen with the text: "Please wait for the host to start this meeting.", "This is a recurring meeting", "Christian Milaster's Personal Meeting Room", a "Test Computer Audio" button, and "If you are the host, please [login](#) to start this meeting." A blue arrow points from this window to the bottom-right window, which is the Zoom lobby. The lobby screen says: "Christian will be with you shortly.", "Christian Milaster's Personal Meeting Room", "Welcome to Ingenium's Zoom Room. Christian will be with you shortly. For questions call Christian at 657-464-3648", and a "Test Computer Audio" button. The Ingenium logo is visible in the lobby. A purple person icon is in the bottom-left corner, and a teal logo is in the bottom-right corner.

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5

Clinician Experience

The image shows a Zoom participant list window with several annotations. A black notification bar at the top says "V20 entered the waiting room" with a pink circle around the "Admit" button and a teal circle around the "View" button. A pink arrow points from the "Admit" button to the "Waiting Room (1)" section of the participant list. A teal arrow points from the "View" button to the "In the Meeting (1)" section. A teal speech bubble labeled "Chat" points to the "Message" button in the "Waiting Room (1)" section. The participant list shows "Waiting Room (1)" with one participant "V20" and "In the Meeting (1)" with the host "Christian Milaster (Host, me)". The bottom of the window shows meeting controls like "yes", "no", "go slower", "go faster", "more", "clear all", "Invite", and "Mute All". A purple stethoscope icon is in the bottom-left corner, and a teal logo is in the bottom-right corner.

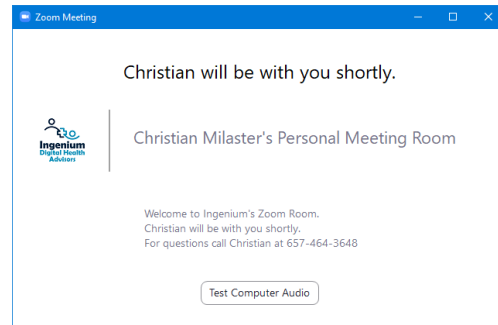
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6

Zoom Waiting Room: Tasks

• Develop & Implement the Changes

- change settings in zoom; update meetings;
- communication & training with clinicians (this is it! 😊)
- develop & implement waiting room guidelines/design/message



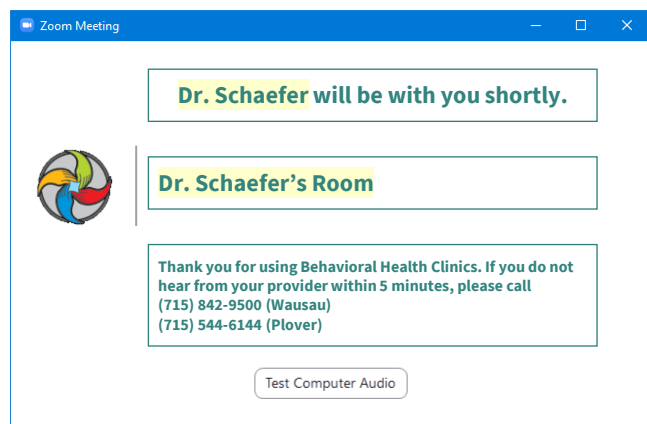
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7

Waiting Room Customization

1. Main Message
2. Square Logo
3. Room Name (automatic)
4. Fine Print
 - let them know who to contact



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8

Questions?

Thoughts.

Comments.

Observations.

Ideas.



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