Hello Clinicians,

As you are undoubtedly aware, issues regarding Zoom security have been in the news lately, and UCSF has taken steps to increase the security of Zoom meetings across the organization. As has been described in IT communications and today's Town Hall, these new measures **do not interfere with telehealth workflows**. Because we do not schedule video visits in Zoom (only in APex) and we use the Zoom waiting room, video visits have never had the security vulnerabilities of the other types of Zoom meetings.

If you schedule Zoom meetings for other reasons, it will be important not to accidentally change your settings to impact your telehealth workflow. When you schedule either through Outlook or through Zoom directly, **the default settings will be correct**. Please see the attached tip sheet for further details.

Additionally, if you encounter patients who have concerns about the security of Zoom video visits, or the risk of "Zoombombing", you may find it helpful to respond with this language:

> Our implementation of Zoom has been thoroughly assessed by our IT security team and has been specifically configured to meet the requirements for security imposed by both HIPAA and the University of California. As a result, the security vulnerabilities that have been reported recently do not apply to Zoom interactions between providers and patients at UCSF; data for video visits remains end-to-end encrypted and is not stored. Additionally, our use of the Zoom waiting room feature gives providers explicit control over who is in their meeting; in the unlikely event that there is an issue with a participant in a video visit, they can be easily removed.

As always, please reach out to telehealthresourcecenter@ucsf.edu for questions or assistance.

With thanks,

Linda

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