Managing your Virtual Waiting Room:

Disabling Chat

- Log in to your Zoom account in your web browser
- Go to Settings
- Go to In Meeting (Basic)

  Schedule Meeting

  In Meeting (Basic)

- Ensure the Chat feature is unselected

Chat
Allow meeting participants to send a message visible to all participants

- Confirm this change by selecting Turn Off

Turn OFF for "Chat"

The following settings depend on this setting, the change might affect them.

- Auto saving chats
- Private chat

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Managing your Virtual Waiting Room:

Moving a patient out of the Waiting Room

- When a patient joins your Waiting Room, you will see this pop-up:

![Image of pop-up message]

- Select **See Waiting Room**
- Select the waiting patient

![Image of participants list]

- If you are ready to see the patient, select **Admit**

**DO NOT Remove the patient**

If you accidentally remove the patient, end the meeting and rejoin your meeting room.

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1. Provider Login to Zoom and JOIN Zoom Room
2. Care Team Member (CTM) Joins Zoom Room
3. Provider admits CTM to the room
4. Provider selects MORE next to CTM name in the Participants window
5. Select MAKE CO-HOST
6. Select YES

Provider can now LEAVE (End Meeting select LEAVE) and re-join and the CTM can admit the Provider. As long as the Room stays active and the meeting never ends then the CTM and Provider can move in and out admitting each other before they leave.

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Configure your Screen Sharing settings so that Screen sharing is turned on (Button is RIGHT and the color is BLUE):

Then select Host Only and select Save.

You can also adjust your sharing options in the Zoom meeting:

Select the arrow next to the Share button, and select Advanced Sharing Options.

Select One participant can share at a time and Only Host can share.

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If you anticipate that your patient will need to share any files with you, then you will need to turn your Chat feature ON (Button is RIGHT and the color is BLUE), check the box for Prevent participants from saving chat and press Save.

The Private Chat feature will be turned ON (Button is RIGHT and the color is BLUE), and Auto saving chats should be turned OFF (Button is LEFT and color is GREY).

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