



First Nations Health Authority  
Health through wellness

# Telehealth Training Manual



For technical support  
with your equipment please  
contact FNHA HelpDesk  
(eHealth Support) at:  
1-844-364-7878 or  
ehealthsupport@fnha.ca



**First Nations Health Authority**  
Health through wellness

First Nations Health Authority  
501 - 100 Park Royal South  
Coast Salish Territory  
West Vancouver, BC  
Canada - V7T 1A2  
www.fnha.ca | info@fnha.ca

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# Purpose

## Welcome

This training manual has been compiled as a result of a partnership between the First Nations Health Authority and the UBC Centre for Excellence in Indigenous Health. As a part of the Centre, the UBC Learning Circle initiative has been providing distance education using telehealth technology since 2007 and has a wealth of knowledge and experience to share in developing training materials for educational and administrative telehealth.

We also acknowledge the contributions of two working groups that supported the creation of this material. A Training Working Group comprised of health care professionals and technology experts from regional health authorities and educational institutions provided feedback and input on the educational and administrative training. A Clinical Working Group oversaw the development of clinical processes and guidelines.

The First Nations Health Authority Telehealth program wishes to thank the regional health authorities that contributed to this work: Island Health, Fraser Health, Vancouver Coastal Health, Interior Health, Northern Health, and the Provincial Health Services Authority.

Many First Nations communities across BC are in rural and remote locations, and access to online learning can support people in building and improving health care skills without leaving their community. Telehealth can be defined as “a complementary health care delivery service that uses information and communication technologies to connect health care providers, patients/clients and educators over distance” (BC Ministry of Health, 2014).

Telehealth has two primary branches: 1) Educational (and administrative) and 2) Clinical (including wellness). This manual addresses the educational and administrative components of telehealth and is based upon ‘best practices’ for delivering videoconference education sessions. It is not intended to provide medical advice nor does it provide information about medical conditions or treatments.



a place of mind  
THE UNIVERSITY OF BRITISH COLUMBIA

**Centre for Excellence in  
Indigenous Health**



First Nations Health Authority  
Health through wellness



# Introduction

## Introduction: Moving Forward Together

First Nations health in British Columbia is being transformed for better health outcomes through a committed partnership between First Nations communities, and the provincial and federal governments. A New Relationship between these Tripartite Partners was forged and a series of precedent-setting agreements led to the creation of a First Nations Health Authority (FNHA). The 10-year *Transformative Change Accord: Tripartite First Nations Health Plan* was developed in 2006 with 29 Action Items intended to close the health, social, and economic gaps that exist between First Nations and other British Columbians. The FNHA **Telehealth** program was initiated in response to action item number 23: *'Develop a fully integrated clinical telehealth network.'* Telehealth enhances existing health services by increasing accessibility, connecting First Nations communities, and allowing for participation in training and professional development sessions.

## Supporting the FNHA Vision

Technology enables providers and patients of all ages with various health conditions to connect at a distance without the expense and time required to travel away from home, family, and community. In this way, telehealth supports the FNHA's vision of "Healthy, Self-Determining and Vibrant BC First Nations Children, Families and Communities." Not only does telehealth enable health care professionals to diagnose, treat and sustain wellness - it also supports wellness through educational and administrative opportunities.

## Telehealth is Governed by the Seven Directives

The development of the FNHA Telehealth program has been governed by FNHA's Seven Directives. As a **Community-Driven, Nation-Based** initiative it has provided service and infrastructure according to each community's needs and desires. This was accomplished together with communities through an intensive engagement process that **increased First Nations decision-making and control** with the goal of **improving services**. A respectful approach continues to **foster meaningful collaboration and partnership** with health service organizations. Telehealth will help to expand healthcare worker's skill sets and **develop human and economic capacity** as videoconference equipment is used for education and continuing professional development. Because the project adheres to Directive Six to **be without prejudice to First Nations interests**, it will honour and support the rights of First Nations self-governance in health. Telehealth is subject to the same clinical guidelines that in-person visits follow, thus allowing telehealth in new communities to **function at a high operational standard**.

## Telehealth Aligns with FNHA Values

**Respect:** By providing care at a distance, telehealth respects the desire of many First Nations to access health care in their home communities.

**Discipline:** Providers using telehealth are guided by the standards of practice that govern their respective disciplines.

**Relationships:** Staying close to home to receive health care service strengthens relationships and supports wellness.

**Culture:** Telehealth honours the diversity of First Nations' culture by providing services specific to each community's needs.

**Excellence:** Is accomplished in telehealth through delivering quality care with state-of-the-art technology.

**Fairness:** Telehealth will increase access to health services and improve health outcomes for First Nations peoples.

# Telehealth and its Benefits



## Learning Objectives

**After completing this module, you will be able to:**

- Define telehealth
- List examples of telehealth in action
- Identify key benefits of using telehealth
- Describe barriers to successful telehealth use
- List examples of telehealth use at the community level



## What is telehealth?

Telehealth is the delivery of health/wellness services and education at a distance through live, interactive videoconferencing.

One example is using interactive videoconferencing for a consultation with a doctor. Other examples of telehealth include:

### **Educational**

The delivery of educational sessions to community members and health professionals.

E.g. UBC Learning Circle sessions on health and wellness topics or the delivery of the Health Care Assistant Program through the Native Education College to the communities of Tsay Keh Dene and Kwadacha.

### **Clinical/Wellness**

One-on-one events with a health care professional (e.g. doctor, specialist, dietician) or group wellness events.

E.g. An appointment with a specialist doctor or a consultation with a dietician.

### **Care Coordination**

For care coordination or health administration between providers on behalf of patients.

E.g. Physician referrals, case management.

### **Administrative**

Meetings that do not have privacy or security aspects to consider.

E.g. Planning, administrative or team meetings.

### **Other examples include:**

- Pre- and post-surgical consultations
- Group sessions such as Alcoholics Anonymous
- Nurses in a remote community participating in the UBC Learning Circle to learn about palliative care
- Family visits with loved ones who are away for care in hospitals elsewhere in the province



There are many benefits to using telehealth in First Nations communities. It can reduce the burden of traveling for Elders and families with young children. When weather conditions are poor and travel is difficult or unsafe, telehealth provides another way to access services and educational sessions. Telehealth complements services that already exist but also allows for the possibility of connecting with new services that are not available locally.

Benefits of telehealth	
<b>Patients and Families</b>	Improves access to specialized clinical services
	Can provide services closer to home
	Saves patients time and avoids personal travel costs
	Improves care coordination
	Improves the timeliness of care
<b>Providers</b>	Improves knowledge and skill development in local care providers
	Improves provider efficiency by reducing travel time
	Increases productivity by allowing providers to see more patients and families

## Telehealth has many benefits but there can also be challenges

- Internet connection**  
 Sometimes the speed of the local internet connection is not fast enough to support telehealth equipment
- Awareness**  
 If you are not aware that telehealth exists you might not know you can access services through this technology
- Rules and regulations**  
 These sometimes create obstacles to adopting telehealth technologies
- Privacy and security**  
 In an electronic setting there may not be an understanding of the security measures needed to ensure privacy

## There are many First Nations communities successfully using telehealth:

- Heiltsuk First Nation (in Bella Bella) is currently using telehealth-enabled services to access mental health support services. The community utilizes videoconference technology to connect to a service provider in Vancouver to supplement service delivery in the community. As a result, the community's utilization of mental health support services has increased significantly.
- Carrier Sekani Family Services is currently working on upgrading their Wide Area Network (WAN) in order to further implement, enhance and support eHealth initiatives such as telehealth and Electronic Medical Records (EMR).
- The Native Education College has used telehealth technology to connect with students in the communities of Tsay Keh Dene and Kwadacha to provide training towards becoming certified Care Aides. Graduates of this program are now certified and working in their respective communities.

These are just a few examples of how telehealth is being used around BC. The wonderful thing about telehealth is making it yours – telehealth can be flexible and support unique community settings, needs and priorities.



# Using your Videoconference Equipment



## Learning Objectives

**After completing this module, you will be able to:**

- Explain what videoconferencing is
- Name the three requirements for successful videoconference operation
- Describe basic concepts of videoconference operation
- Use your videoconference equipment for administrative and educational activities
- Identify elementary troubleshooting techniques and know when and how to call the FNHA HelpDesk (eHealth Support)

## Your Videoconference Equipment

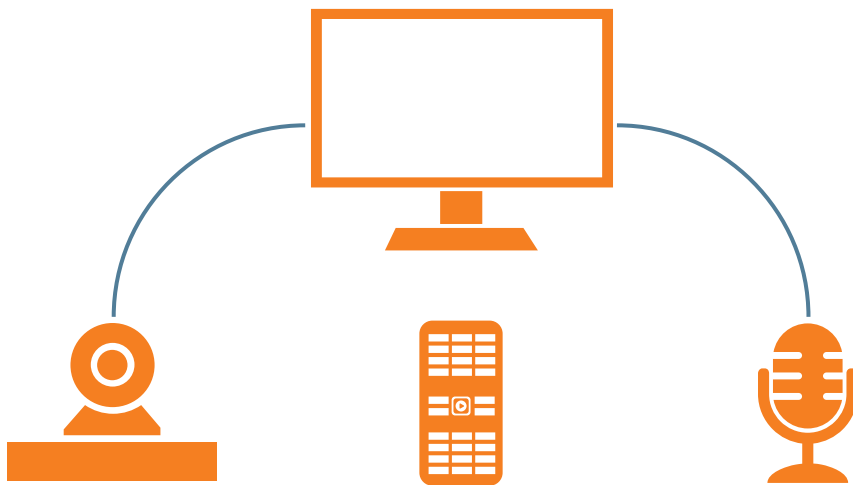
The delivery of telehealth services in First Nations communities relies primarily upon the use of **videoconferencing**. This technology requires special equipment and allows for interactions between two or more people at different locations that can be quite similar to face-to-face sessions. With the use of **high definition** equipment, it is possible for individuals and groups to see and hear each other as clearly as if the session was taking place in-person.

### What's Required for a Videoconference?

To use videoconferencing, you will need three things:

#### 1. Videoconference equipment

Regardless of the manufacturer and model number, every videoconference unit has a box or 'codec' which is the part of the machine allows users to connect to other locations by dialing an **IP address** or **alias**. If your unit is in a room such as a boardroom or other office, it's important to leave your unit where it is. This will prevent damage to this sensitive equipment that could occur during moving.



- **Camera:** Your unit will come with a camera that attaches to the unit with a special cable.
- **Microphone:** All units have a built-in microphone. Larger rooms require a microphone extension which will be included when your equipment is being installed.
- **Remote:** Most units will have a remote control (not touch screen). Please read further for detailed information on how to use your remote control.

## 2. Internet connection

- The videoconference unit can 'dial' out to other videoconference units, but it is not a telephone. Like your computer, the videoconference unit uses the Internet to connect to other users. When you call another health centre, you will enter in an IP address (a series of numbers) that is specific to the other videoconference unit. Every device connected to the Internet has a unique IP address which helps them to communicate with each other. Another way to dial a videoconference unit is by entering an alias. Please see 'Placing a Call' (pg. 15) for examples and more detail.

## 3. Television (Monitor)

- You can hook up any television to your videoconference unit as long as it has the appropriate ports and cables. Newest televisions support HDMI inputs and this allows for high quality picture resolution. Generally, you will need to switch your television's input mode so that it recognizes the videoconference unit. This is different for each make and model of television.



## Turning on Your Videoconference Unit

*For detailed instructions please see "Setting up for a Videoconference" (pg. 29)*

Ensure that your television is turned on and that the correct input for the videoconference has been selected.

Press the power button on the box or codec. It is important to be patient as it takes about 45-90 seconds for the unit to turn on and the camera to be ready to operate. To turn the unit off, press and hold the power button until the power light turns off (around 7-8 seconds).

Your videoconference unit will 'go to sleep' if it isn't being used after several minutes. To 'wake' it up, just pick up the remote - the sensor will wake up the unit and you can start using it again as long as the TV is on and the correct input or video mode has been selected.

Videoconferences are a great way to have an interactive meeting with people at a distant location. If you've got a staff meeting at an office in Prince George for example, chances are you will dial directly to the videoconference unit in their office. When you are dialing directly to one single location, this is what is referred to as direct **"point-to-point"** dialing. The photo below is what you will see on your TV screen when you are connected to a single location.



## Placing a Call

To place a call you can start by entering a name or number from the main screen. Begin entering numbers or letters using the remote. Depending on where you are dialing, the address might look like one of the following:

- **Using the directory (phone book)**
  - Some contact information will be saved in the directory. To access this press the phone book button on the remote and use the arrow keys to scroll through the menu to look for the contact you are looking for. You can also search for a contact by entering their name.
- **Dialing the videoconference unit extension number**
  - You will be able to dial another site simply by entering the appropriate extension number combination. This works in a similar way to the directory.
- **user@domain.com** – Alias
  - An Alias looks like an e-mail address but doesn't work the same way. (You won't be able to 'dial' an actual e-mail address with your videoconference unit). Aliases are linked to an IP address, so you only need to know one of the two in order to place a call.
- **10.11.12.13** – IP address (don't forget the dots)
  - An IP address can be either internal (used within your organization's network only) or external (anyone outside your organization can dial). This is similar to how you might call a coworker at their extension (internal) but need to dial a full phone number for someone outside of your organization (external).

If you make a mistake at any point when entering information, press the 'C' button to delete your last entry. After you've entered the number, press Call (the green button that looks like a telephone receiver) and the videoconference will dial the other site.

## Multi-Site Dialing

Sometimes you may need to have a meeting with more than one location at the same time. In order to do this, a special piece of electronic equipment called a "bridge" is required to connect multiple locations. A **videoconference bridge** connects videoconference rooms located at different sites into one videoconference call so participants can see and hear one another. It's like a wheel with many spokes all connected to a hub at the centre. For example, the UBC Learning Circle uses a bridge operated by the FNHA to connect remote locations onto a single call to deliver health and wellness programming.

When you have multiple sites connected at once, you will notice that the view on your TV screen will change from time to time depending upon which site has unmuted their microphone. It's sort of like an electronic talking stick – the videoconference gives priority to a single speaker by making their site appear larger on the screen than all of the other sites.

For assistance with participating in a meeting with multiple sites, contact the **FNHA HelpDesk** at **1-844-364-7878** or **e-mail: eHealthSupport@fnha.ca**.

## Answering a Call

To answer a call, press the green button that looks like a telephone receiver. When you are receiving a call, you will hear a ring tone and see a notification on the screen asking if you would like to accept or reject the incoming call. Press the green button to accept and the red button to reject.

## Muting the Microphone

It's helpful and recommended to mute your microphone when you or someone at your site is not speaking. This reduces background noise and helps you to communicate in a good way. To mute your microphone, press the Mute button on the remote control. You can also press the Mute button on top of the microphone itself. When the light is red, it's muted, and when it's green, everyone can hear what's going on in your room.



## Adjusting the Volume

There are two ways you can turn the volume up or down. One is through adjusting the volume on your television. The other is using the videoconference remote. Press the red Speaker Volume button either up or down to select the desired volume.

## Ending a Call

Press the red Hang Up button on the remote. If the system asks you to confirm you want to end the call, select 'yes.'



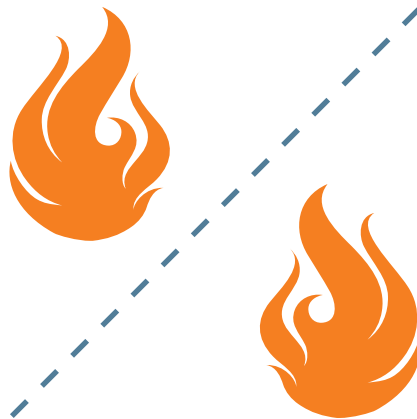
## Using the Camera

**Please Note: It is important to always use the remote control to adjust the camera - never adjust it manually. The camera is a sensitive piece of equipment and can be easily damaged if forced to move.**

To move the camera, press the directional arrow keys on the remote. The camera takes a second to start moving, and once it starts moving it can move rather quickly. It takes a little time to get used to this so don't be afraid to practice. You can also zoom in and out.

## Connecting with other Networks

Because telehealth can involve confidential patient information, many networks have extra security known as a **'firewall'**. A firewall is a software program or piece of hardware that helps screen out hackers, viruses, and worms that try to reach your computer over the Internet. In most cases you should be able to dial another site directly but in some cases a firewall will prevent this. This may apply to other videoconference units in BC and/or out-of-province sites.



If you wish to hold a meeting with a site you have never connected with before (e.g out-of-province), you should complete a test call before your scheduled meeting time to make sure you will be able to connect at the required time. If you are unsure of what to do please contact the **FNHA HelpDesk**. If a bridged session (see next section) is required you will need to submit your request **48 hours prior** to the meeting start time. This differs from the typical 24 hours notice needed because additional coordination is required. Please contact the **FNHA HelpDesk** at: **eHealthSupport@fnha.ca** or **1-844-364-7878** for assistance.

# How to request a bridged (multi-site) telehealth session



## Learning Objectives

### **After completing this module, you will be able to:**

- Identify when it is necessary to request telehealth session using the Bridge Request Form
- Explain how to complete the Bridge Request Form and how to submit it
- Describe how to connect your videoconference at the scheduled time

## Using the Bridge

For security reasons, it is recommended that your administrative and educational sessions use a **videoconference bridge** when needed. A videoconference bridge is used to securely connect videoconference rooms located at different sites into one call so participants can see and hear one another.

Bridged sessions are required when:

- a) Connecting two videoconference units on separate networks with firewalls; or
- b) More than two videoconference units are participating in a call

There are some exceptions to going through the FNHA videoconference bridge. If you are unsure please contact the **FNHA HelpDesk** for assistance.

The FNHA Telehealth team helps schedule telehealth sessions all over the province, so it's important to book as early as possible, as clinical use is priority for the videoconference units. Your form should be submitted **24 hours prior to the start of your session**. This deadline also applies to any additions or changes that you need to make to your session.



## Requesting a Bridged Session

To book a bridged (multi-site) session you need to fill in details on the FNHA Bridge Request Form. Be sure to pay particular attention to these fields:

### a. Event Title

For example, if you're having a staff meeting about human resource requirements, you could put "Human Resources Meeting" in the Event Title field, or any title that makes sense to you. **Telehealth Coordinators** will be using this title in any correspondence with you.

**b. Event Type** Indicate Clinical/Wellness, Care Coordination, Educational or Administrative.

### c. Pre-Test Time

If you require a test done before a meeting, indicate what time you would like the test to start at. You might want to select this option if you recently moved the equipment, or if you've been having recent technology challenges. A rule of thumb is to set the test time to 15-30 minutes prior to your meeting start time. This will allow the opportunity to troubleshoot before your session begins. 15 minutes for most sessions is adequate while 30 minutes is recommended for when there are large numbers of participants (5 or more videoconference units). This will allow for the opportunity to troubleshoot before your session begins.

**d. Start Time** Enter the meeting start time (including time zone).

**e. Host Site Name** Enter the name of your site.

**f. IP Address (or Alias)** This is how the bridge will find your videoconference unit.

### g. Participating Sites

Here is where you will enter the details of the videoconferences sites that will be participating. For **Site/Organization Name**, enter the name of the health centre or band office. For **Room #** enter the name of the room that the videoconference equipment is located in. This is especially important if the facility has more than one unit. If there is only one videoconference unit then this field can be left blank. Enter the **IP Address (or Alias)** for each videoconference site that will be participating. Include the participating site's contact name in case the Telehealth Coordinator or **FNHA Helpdesk** needs to get a hold of someone at the site.

### h. Comments

If there are additional sites that won't fit in the "Participating Sites" box, enter them here. You can also indicate if there are any special requests, or if you would like to request a recording of the session.

## Where to Submit Your Request Form

When you're done completing the form, save a copy on your computer. Then send it as an email attachment to **eHealthSupport@fnha.ca**. Don't forget that the HelpDesk require **24-hours notice** to schedule or make changes to a session for you. Help them out by ensuring you send the form well ahead of time, and you've completed it to the best of your ability.

## Connecting to a Scheduled Videoconference

Once you've submitted the form, you will receive a confirmation by email and will need to forward this to your meeting participants.

On the day of your session, you will need to turn on your videoconference unit approximately 30 minutes prior to the start of the session. Make sure someone is in the room to receive the call at the scheduled time. Your unit will automatically be dialed by the bridge, as will any other participants you have invited to the meeting.

## Need Help?

If you have questions about completing the Bridge Request Form or help with your equipment, call the **FNHA HelpDesk** at **1-844-364-7878** or email: **eHealthSupport@fnha.ca**.

Please see the following page for an example of the FNHA Bridge Request Form that has been filled in.



First Nations Health Authority  
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## BRIDGE REQUEST FORM

For technical support please call  
**1-844-364-7878** or email  
[eHealthSupport@fnha.ca](mailto:eHealthSupport@fnha.ca)

### Host Site Information

<b>Name:</b> First name and last name		<b>Community/Organization:</b> Local Health Centre	
<b>Phone Number:</b> 250-555-XXXX		<b>Email:</b> name@healthcentre.ca	
<b>Event Title:</b> Staff Orientation		<b>Event Type:</b> Administrative	
<b>Date (DD/MM/YYYY):</b> 23/03/2015	<b>Pre-Test Time:</b> 9:30AM	<b>Start Time:</b> 10:00AM	<b>End Time:</b> 11:00AM
<b>Host Site Name:</b> Local Health Centre		<b>Alias / IP Address:</b> 204.244.62.30	
<b>Host Site Technical Support:</b> Stevie P			

### Participating Sites

One line per site. Additional sites may be added in the comments below. For larger sessions please contact FNHA eHealth Support in advance at [eHealthSupport@fnha.ca](mailto:eHealthSupport@fnha.ca)

Site/Organization Name:	Room Number:	Alias / IP Address:	Site Contact:
Band Office	Boardroom	14.15.16.17	Dede
FNHA Sinclair Centre	Cedar Room	10.11.12.13	Sean
Another Health Centre		alias@healthcentre.ca	Elsa

### Comments

\*\* Please note that **24 hours notice** is recommended to fully accommodate bridge requests and changes.

For technical support please call  
**1-844-364-7878** or email  
[eHealthSupport@fnha.ca](mailto:eHealthSupport@fnha.ca)

To submit this form either hit submit  
(below) or email this form to  
[eHealthSupport@fnha.ca](mailto:eHealthSupport@fnha.ca)

**SUBMIT FORM**

February 2015 v.1.0

# Telehealth FAQ Sheet

## **Why not use Skype or FaceTime on my computer or smart phone? Why not chat in social media or use online video in Facebook?**

Skype, Facebook video calling, or FaceTime are not secure programs. These programs also cannot support the numbers of connections that videoconferences can. They are also not secure for meetings. This means that anyone with the right skills can compromise or break into these programs. People can also record or get access if they possess certain skills or knowledge.

## **Is the videoconference unit protected from outside viewers?**

Yes. The videoconference unit does not store video or any other information on the unit itself. In order to get the video recorded, you need to request that service to be done by technical support. It is important that everything you do on videoconference is private and secure in order to protect the privacy of patients, staff, and participants.

## **Who has the ability to record the videoconference unit calls?**

Only the technical support or hub has the ability to record videoconference sessions. This video file has to be requested in order to be recorded in the first place and it is only available upon request after recording. Everyone involved in the recording must give consent before the recording can be made available for distribution. No recording is done if the presenter or participants do not agree to take part.

## **Is there a server or firewall to protect these videos from being downloaded or taken from the hub?**

Yes. The hub has special firewalls and other security measures so that no one can go in and take the videos that are recorded and/or stored at the hub.

## **Can the office/centre be certain that this personal session will NOT be recorded?**

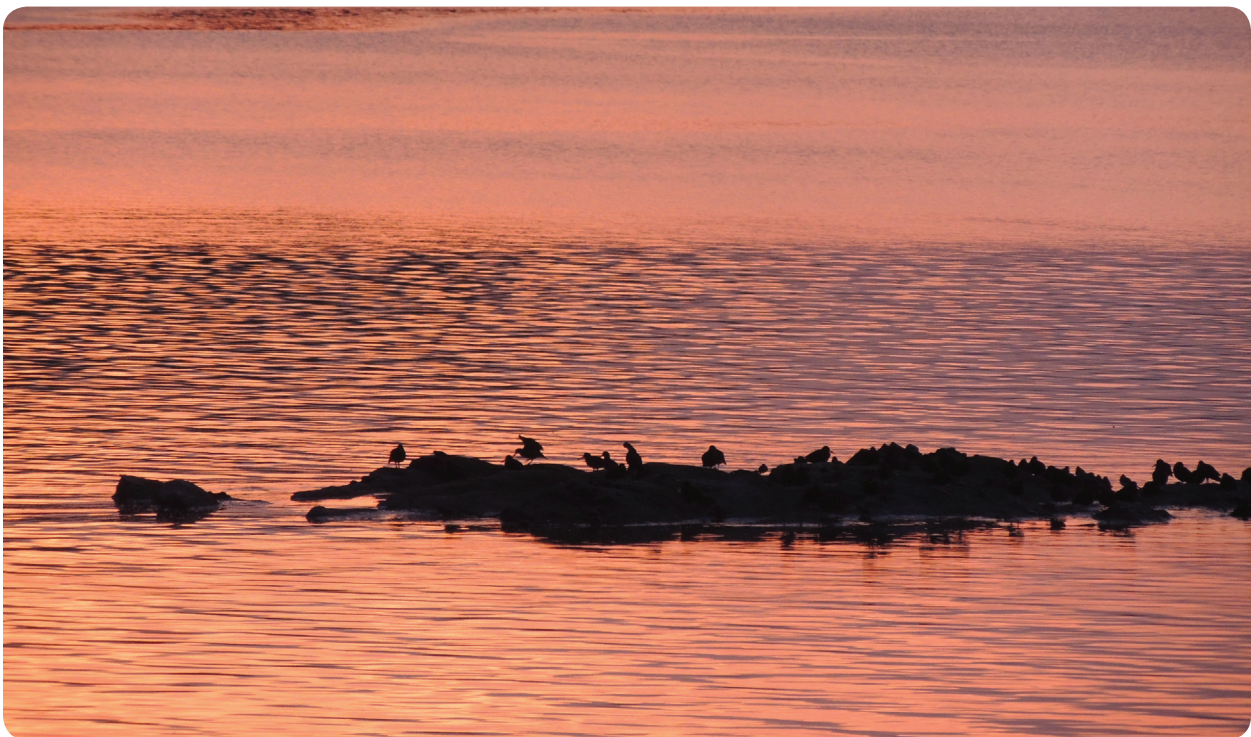
Yes. All videoconference sessions do not record automatically, so you have to request recording and inform the units or centres.

## **How do I set up my equipment?**

Your videoconference unit will be setup by a member of the FNHA Telehealth team. If you need support with the equipment contact the **FNHA HelpDesk (eHealth Support)** line at **1-844-364-7878** or email: **eHealthSupport@fnha.ca**.

## What other tips should be followed?

- **Informed consent** is necessary. It is not only polite, but it is required to have verbal consent from everyone in the room that wants to be a participant on the videoconference. Let them know who will see them and what is taking place.
- Let people know how the conference will take place, who is there, and who can see them on the other side of the videoconference. Participants that did not wish to be recorded will either be edited out of the recording or in some cases the recording will not be used.
- If the videoconference is being recorded, it is polite to let everyone know when they first join the session.
- You can tilt, focus, or zoom in the camera on the people who want to be seen.
- Let people know what the recording is going to be used for and provide the opportunity for those that do not wish to be recorded to express that wish.
- If participants would like additional privacy, you can always ask who would like to be off camera, and ask those people to sit where the camera won't film them.
- Ensure that you are in a room with a door that closes and is not within earshot of the public or other workers that are not part of a private meeting or videoconference.





# Troubleshooting Guide

Issue	Try This . . .
Site(s) missing on screen	Contact HelpDesk: <b>1-844-364-7878</b>
Site(s) disconnects during the videoconference	Contact HelpDesk: <b>1-844-364-7878</b>
Error messages occur when placing a call	Try turning power off and on again
No picture on TV	<ol style="list-style-type: none"> <li>1) Ensure TV monitor is turned ON</li> <li>2) Ensure the correct TV input has been selected</li> </ol>
Menu appears on TV during videoconference	Press the home key
Getting a lot of glare on TV screen	<ol style="list-style-type: none"> <li>1) Close blinds in the room</li> <li>2) Ensure camera is not facing bright light - e.g. windows</li> <li>3) Press the arrow buttons on the remote control to move the camera and see if it adjusts to the lighting in the room</li> </ol>
Cannot see laptop image on TV	<ol style="list-style-type: none"> <li>1) Press the laptop button on the remote control once</li> <li>2) Wait 5-10 seconds to see if the image appears</li> </ol>
Cannot hear other site/sound from other site is too low	<ol style="list-style-type: none"> <li>1) Ensure volume is turned up on TV and on videoconference unit</li> <li>2) Microphone at other site may be muted. Ask them to unmute their microphone</li> </ol>
Other site cannot hear you	<ol style="list-style-type: none"> <li>1) Make sure your group at your site are sitting close to the microphone</li> <li>2) Make sure your microphone is unmuted</li> <li>3) Volume at other site may need to be turned up</li> </ol>
Remote control does not work	<ol style="list-style-type: none"> <li>a) Ensure remote is pointed towards the base of the camera</li> <li>b) Ensure there are batteries in the remote control and they are properly placed</li> <li>c) Replace old batteries</li> </ol>

# Glossary

## **Alias**

A unique identifier (that looks like an e-mail address) allowing videoconference units to locate each other on the internet.

## **Codec**

The box on your videoconference unit which allows the machine to connect to other locations by dialing an IP address or alias.

## **Firewall**

Hardware or software that prevents unauthorized access to a single computer or a network of computers.

## **FNHA HelpDesk (eHealth Support)**

The FNHA Helpdesk provides assistance for your videoconferencing needs and helps solve any technical problems you may have with the equipment.

## **High definition (HD)**

Refers to the quality of video resolution or how clear the picture is. HD resolution.

## **Informed consent**

The process of getting permission before proceeding with an activity (e.g. recording a videoconference session).

## **IP address**

A series of numbers that allow videoconference units to locate each other. 'IP' stands for 'internet protocol'.

## **Point-to-point**

A videoconference session that involves one site dialing directly into another.

## **Telehealth**

Is the delivery of healthcare/wellness services and education at a distance through live, interactive videoconferencing.

## **Telehealth coordinator(s)**

An individual or team responsible for scheduling, coordinating and confirming telehealth events. Each health authority has their own telehealth coordinator(s).

## **Videoconferencing**

The use of video, audio and computer technology to communicate with other sites at a distance.

## **Videoconference bridge**

An electronic bridge that connects videoconference rooms located at different sites into one call so participants can see and hear one another.

# Videoconference Etiquette

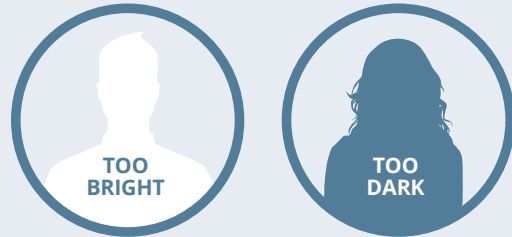
## 10 Quick Tips To Look Like a Videoconferencing Pro:

- 1. Be ready for your guests:** Test your videoconference equipment ahead of time. Remember it's not just your face on the camera, it's also everything on the table, background, etc. Remember also to close the door to keep out background noise when the conference begins.
- 2. Dress for the camera:** Striped shirts or shirts with intricate patterns do not transmit well on camera, because they are visually distracting. Red, white and black are also poor choices. Go for soft or other light coloured clothing.
- 3. Speak clearly:** Speak naturally but slowly and do your best to pronounce each word clearly.
- 4. Maintain eye contact with the camera:** Keep your focus on the camera. The worst thing is having your audience look at the top of your head because you are typing or looking down at notes – or worse – at your cell phone.
- 5. Be courteous to other participants:** Introduce yourself before speaking so that everyone knows who is talking and can address you by name. Take note of the other speakers so that you can also address them by name. Lastly, turn off the sounds on your cell phone and avoid texting.
- 6. Keep body movements minimal:** Large movements can distract your audience and do not transmit as readily as still images.
- 7. Smile, you're on camera!** People sometimes fail to remember that everything that they do is seen on camera. You cannot hide whispers, winks, etc. and everyone will see you checking your phone!
- 8. Wait for an opening in the conversation.** A good rule of thumb in a virtual meeting is to wait 2 seconds after a speaker has completed a thought, in order to avoid speaking over each other.
- 9. No need to yell!** If someone can't hear you, then adjust the volume on the microphone or TV and make sure it's not covered by anything else.
- 10. Minimize distracting sounds:** Avoid typing on your keyboard, turn off all sounds on your phone, and close the door to cut down background noise.

# Room Requirements

## Lighting

- Is the room bright enough - so that faces can be easily seen on camera?
- If the room is too bright or too dark it will be hard to see details such as people's faces. Adjust the curtains/blinds if the room is too bright or turn on lighting/let in extra light if you can't see yourself easily on camera



## Sound

- Watch out for loud noises!
- If there are other machines (e.g. refrigerator, printer/copier) in the room with the videoconferencing equipment try to avoid using it until your videoconference is over



## Furniture

- There should be some furniture for comfortable seating
- Make sure the room is comfortable for people of all ages to sit in front of camera for a period of time
- Arrange furniture so that all participants can be easily shown on camera
- Adjust the camera if needed



## Privacy

- Ensure that participants have enough privacy
- Ensure participants have privacy during the session with closed doors and some degree of sound proofing if possible

## More Privacy

- It is always polite to ask who would like to be on camera or not
- Be mindful of who is and isn't in the camera's view
- Tilt, focus, or zoom in or out of those who should be on camera



# Setting up for a Videoconference

## Cisco SX20 Video Conference Unit

### How to Make a Call on the Video Conference Unit

- Begin to input the IP address you wish to dial.  
A box will appear as soon as you enter the first number.
- When entering the IP address, press the \* key in between the numbers.  
This \* will turn into a dot ( . ) after the third \* to complete the IP address.  
(E.g. If you want to dial the IP address 204.244.62.30)
  - Enter 204\*244\*62\*30 on the remote.
  - Once you have entered the IP address, press the Call button.

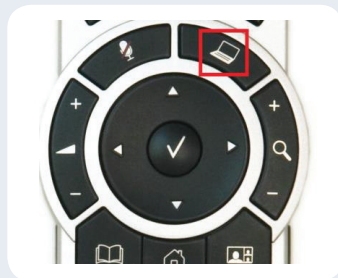


### How to Show Content in a Video Conference

- Insert the **VGA cable** (see image below), labeled Video Conference, is inserted into the laptop.

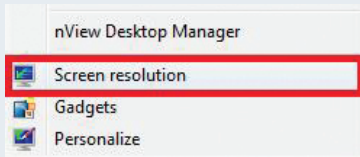


- **Power** on TV.
- If no image appears on the TV screen, press the **INPUT** button.
- To make sure the laptop is working with the video conference unit, select the laptop button on the video conference remote.

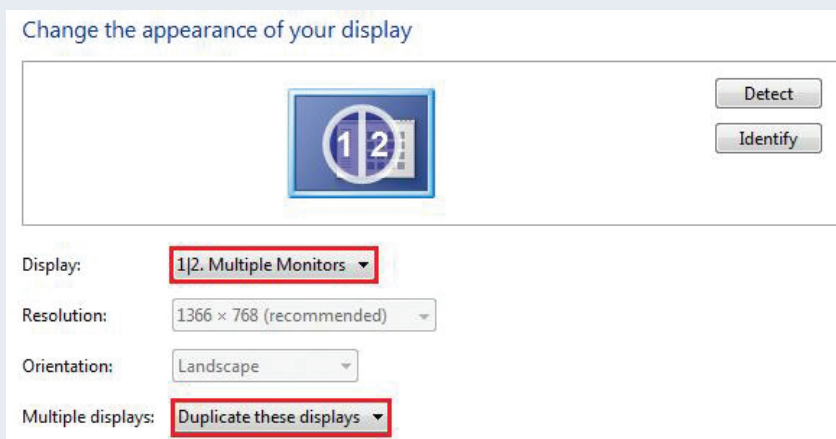


- You should see your laptop on the TV screen. To take it down just press the same laptop button on the remote again.

- If no image appears on the TV screen, right click on your computers desktop and select Screen Resolution.



- Ensure that your computer's settings are the same as the highlighted ones below (Display: 1 | 2 Multiple Monitors; Multiple displays: Duplicate these displays).



- Select OK when you are finished. You should now see your screen on the TV.

## How to use the Directory

- Press the **Directory** key on the remote.



- Use the arrow keys to navigate to **My Contacts**.
- Select the site you wish to call, press the **Call** button.



- To add a site to the directory, press the **Directory** Key.
- Use the arrow keys to navigate to **My Contacts**.
- Select **Add New Contact**.
- In the **Name** field, use the number keys to input a name, cycling through the numbers to get to the correct letter.
- In the **Number** field, enter the **IP Address** of the site you are adding into the directory.

### How to use Recent Calls

- Press the **HOME** Key.
- Select the **Call** option.
- Select **Recent Calls**.
- Use the **ARROW** keys to select the site you would like to call and press the **CALL** button.



### How to Mute your Microphone

- To mute your microphone you can either press the button on the microphone itself or press the mute button on the remote.
- When the microphone has a **RED** button it has been muted. When the button is **GREEN** it is unmuted and on.

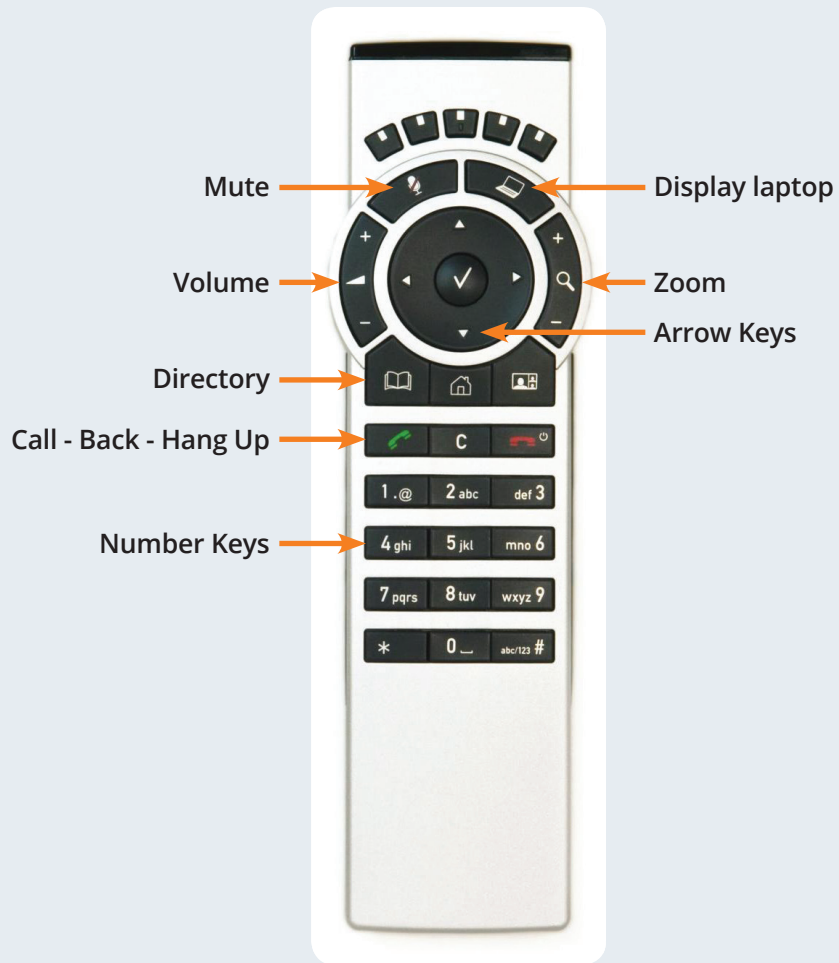


### Camera Controls

- To move your camera around, use the Arrow keys to move your camera from side to side or up and down.
- You can zoom in and out with the Zoom key located to the right of the arrow keys.

## Questions?

If you have any questions, please call the **FNHA HelpDesk 1-844-364-7878** or  
**e-mail: [eHealthSupport@fnha.ca](mailto:eHealthSupport@fnha.ca)**







# Notes

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For technical support  
with your equipment please  
contact FNHA HelpDesk  
(eHealth Support) at:  
**1-844-364-7878** or  
**ehealthsupport@fnha.ca**



First Nations Health Authority  
Health through wellness