



DOH 343-138 December 2018

Videoconferencing TB ECHO® Etiquette

Equipment Tips:

- Join TB ECHO® using a computer or smartphone with video camera; no audio only participation.
- Practice using equipment before the videoconference.
- Sign in on time.
- Type in your full name and facility when signing in to Zoom.
- When using a headset, the best sound is achieved when the microphone is placed slightly above the mouth, rather than directly in front.
- Silence cell phones and clinic phones nearby.
- Mute your videoconference equipment or telephone when not speaking during session.

Communication Tips:

- Participate in the active learning environment by joining the discussion or responding to questions. The chat box is not monitored by the TB ECHO® panel, so please unmute your computer or phone to ask a question directly.
- Eliminate environmental distractions, we can see you!
- Limit body movement and broad gestures.
- Introduce yourself before presenting or commenting.
- Make eye contact with the camera when you are speaking.
- Speak clearly and in a conversational tone.
- Be aware of group discussion dynamics and give people time to respond.
- Use gentle and supportive approaches to correct misinformation.
- Be encouraging.

Avoid:

- Using protected health information (name, date or birth, unique identifiers, other unnecessary details that are not related to the patient's TB status).
- Responding critically to a person's ideas or decision, even if they are incorrect.
- Arriving late to clinic.
- Using sarcasm or ironic humor to limit confusion or misinterpretation.
- Engaging in side conversations.
- Making extraneous noise, like typing on a keyboard, rustling papers.
- Talking over people. Wait for the individual to finish and signal that you would like to speak.