

CORONAVIRUS DISEASE 2019 (COVID-19)

Telehealth Expands to Include Webex for Support Groups and Online Classes



Audience: Internal Colleagues

Revision Date: 06/25/2020

Version: Version 1

COVID-19 Response Team Owner: Clinical and Operations

Date of Last Review: 06/25/2020 Updated to new document template on 9/23/2020.

Introduction

Trinity Health continues to develop its Virtual Care Experience, which now includes Webex as the official platform for support groups and online classes, including

- Diabetes education
- Exercise classes
- Grief support
- Weight management programs, etc.

Privacy Instructions

Support groups and online classes are intended to be conducted in the confidence and privacy of participants.

- Privacy rules apply
- Encourage participants to find a quiet, private space to freely share their thoughts and feelings and keep private those thoughts of others; privacy rules apply
- Do not post the meeting link to public message boards

How to connect with Webex

- From Computer:
 - Open meeting appointment from Outlook
 - Click "Join Meeting"
 - When at home: Disconnect from the Trinity VPN for improved performance
 - When in an office or at home: Select "Use Computer for Audio" or "call me" and turn on camera
 - When in a conference room using dedicated audio/visual equipment: Select "Join Without Audio" (optional to turn on camera)
- Mobile Participants:
 - Install Webex application (Apple Store or Google Play) prior to meeting time
 - Open meeting appointment

- Use phone for audio (option to use video as well); do NOT use Mute Phone Audio
- Select "call me" or "use audio" options when possible

Webex Hosts

- Small meetings
 - Meeting organizer (host) will schedule the meeting and invite participants
 - Go to <https://intranet.trinity-health.org/web/audio-video-web-conferencing/cisco-webex> for additional resources
- Large and High-Profile Meetings (Town Halls, Board meetings)
 - Suitable for 1,000 – 3,000 participants
 - Note: Limit of only 1,000 participants can join using the 'call me' or 'call in' options. Others must use Computer for audio or No audio option
 - Meeting organizer will send an appointment placeholder to conferencing@trinity-health.org to schedule the meeting with the Conferencing Team. Additional information will be provided upon meeting confirmation
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 - Refer to [Webex Meetings Best Practice](#) for additional resources for hosting a Webex session