

# Personal Videoconference in a Nutshell

## Navigating in the OTN hub

Let's go through some basic navigation when you are in the OTNhub. To login go to [otnhub.ca](http://otnhub.ca), sign-in and enter your login credentials. If you are first time user you'll need to agree to the conditions before proceeding; you may also need to reset your password. If you're new - we suggest reviewing training so that you can get the most out of using the service.

At OTN, we're striving to facilitate a collaborative and online work environment to deliver telemedicine care and learning. When you enter the OTNhub, the OTN products and services are available in the lower menu. Many of the services and products you'll already have access to. However, if you don't, you'll have the opportunity to sign-up. Remember, at any time you can return to this page by clicking the OTNhub logo.

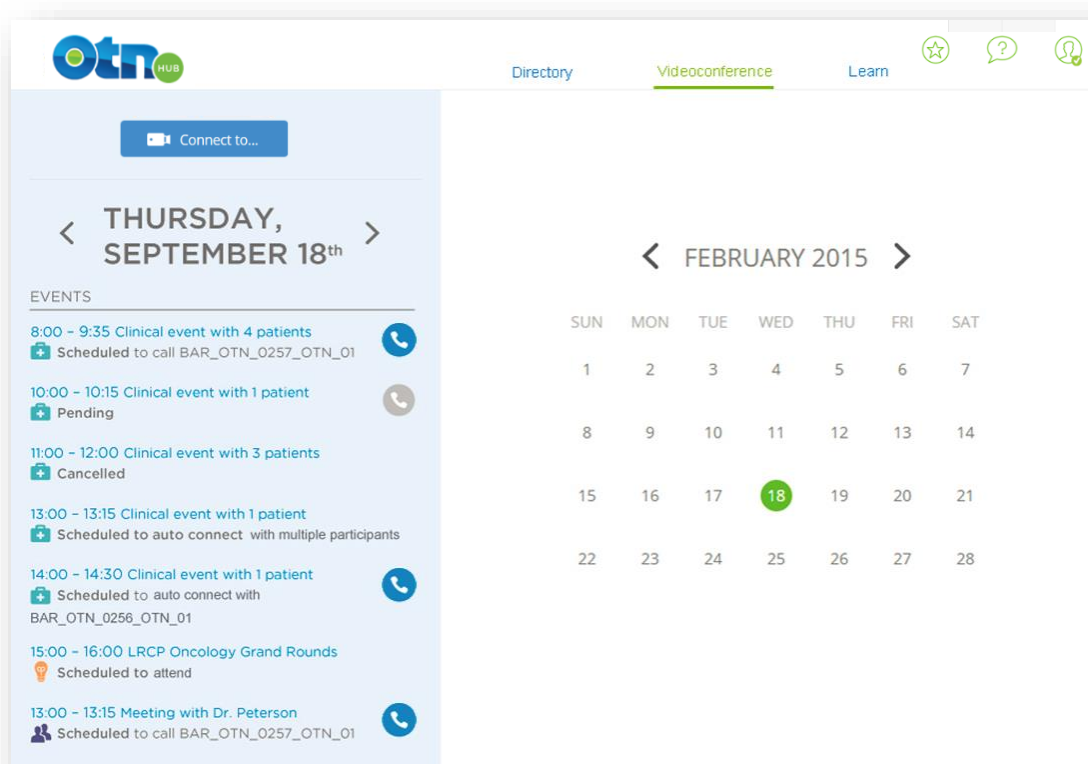
The screenshot displays the OTNhub website interface. At the top left is the OTNhub logo. At the top right, the user is logged in as "Hi, Roger Kenchington" with icons for favorites, messages, and profile. The main content area features several service tiles:

- Connect with a Patient at Home:** Setup an eVisit with a patient in their home. Includes a text input for "Enter patient email" and a "Go" button, with a "learn more" link.
- Make a Video Call:** Connect to an OTNhub member or room-based system. Includes a "Go" button and a "learn more" link.
- Find a Host Site:** Find a site close to your patient to schedule a video visit. Includes a text input for "city or postal code" and a "Go" button, with a "learn more" link.
- Find a Specialist:** Search the Directory to find a specialist who accepts patient referrals via video. Includes a text input for "enter a speciality" and a "Go" button, with a "learn more" link.
- Ask a Clinical Question:** Ask a Specialist a clinical question and get advice within days using eConsult. Includes a "Launch eConsult" button and a "learn more" link.
- eCare Disease Management Solutions:**
  - Enrol COPD & CHF patients:** Discover a six-month intensive coaching program and remote home-monitoring program called Telehomecare. Includes a "Refer a Patient" button and a "learn more" link.

At the bottom, a dark navigation bar contains the following links: Directory, Videoconference, Schedule, eConsult, Tele dermatology, Telehomecare, and Professional Development.

In the Hub Services grouping, there are links to the Telemedicine Directory, Personal Videoconferencing and Scheduling. By clicking on the Personal Videoconferencing link you're brought the main calendar page. The centre of the screen displays a calendar which enables you to select a specific date. On the left of the screen, are the details of scheduled events you have for that selected day. By default, today's events are displayed. The list shows the time, type of event, status and systems involved. Provided that it's the day of the event, the call button enables you to connect to an event instantly.

If you click on a specific event, you'll be presented with the event details screen. This page provides information such as the systems involved as well as supporting material. If the event is clinical in nature, you'll also be able to view the patient appointment information.



At the top of the screen are quicklinks to OTN's services.

The Directory link takes you to a page where you can search for consultants and programs. The Directory is like the yellow pages of telemedicine in Ontario. It's a place to promote, coordinate and manage services offered via Telemedicine.

The Videoconference link brings you to the calendar page. If an event has been pre scheduled for that day, you will be able to view and initiate the event from the calendar.

The Learn link is your passport to OTN's learning centre, which provides access to all OTN Member distance education.

## Toolbar Header

At the top right corner, is a handy toolbar that provides quick access to your Personal Settings, Help and Favorites.

The star icon displays the actions and favorites panel. The action section provides an option to initiate an unscheduled direct video call. Depending on your profile, you'll also be able to create an eConsult case from this area. The favorites section displays a list of systems you've added for quick accessibility. Furthermore, when selecting a system, you can make a quick call, view the profile, rename the system in your listing or remove the system from your favorites.

The question mark icon displays a panel that includes help and access to training material. The help section enables you to initiate a firewall, bandwidth and mirror test. It's recommended you're new to the service or experiencing technical difficulties that you utilize these features to troubleshoot the issue. There are also links to training resources to help you learn more about specific products and services offered from the OTNhub.

The Personal Settings icon enables you to view the status of your account. From here, you can also view or alter your profile, account information and settings. The profile page provides vital information about the services you offer, including specialized areas of practice, protocols and relevant referral and scheduling instructions. The account information page is where can change your password and security questions. This is also the place to go when you need to sign out of the OTNhub.



<div> <span>&lt;</span> <span>JUNE 2018</span> <span>&gt;</span> </div>					
MON	TUE	WED	THU	FRI	SAT
				1	2
4	5	6	7	8	9
11	12	13	14	15	16


## Placing a Test Call


In order to test your system, let's place a quick test call. Click on the "Connect to" button on the top left of the videoconferencing page. From here, you can choose to connect to an OTN room or cart-based system or an OTN member's personal system. Let's try connecting to our test member system. Once you select the appropriate system type, you can type "PCVC\_TEST" in the search box and select anyone of the test systems. Below you're asked to report on the type of event for Ministry reporting. As this is a test call, we will click the orange event text and select meeting from the list of options. Type in "Test" in the event title box and click the connect button. You should then see your call is connected to the OTN test server. You'll now hear music playing and see images of a car on the screen. To disconnect, click on the red hang-up button in the lower right of the screen. If you do not connect properly, please contact OTN's Customer Care at 1.855.654.0888

X


Connect to

OTN Member ☒ Guest Via OTNinvite

TOR\_OTN\_PCVC\_TEST\_06 



for a meeting  
titled: Test Call

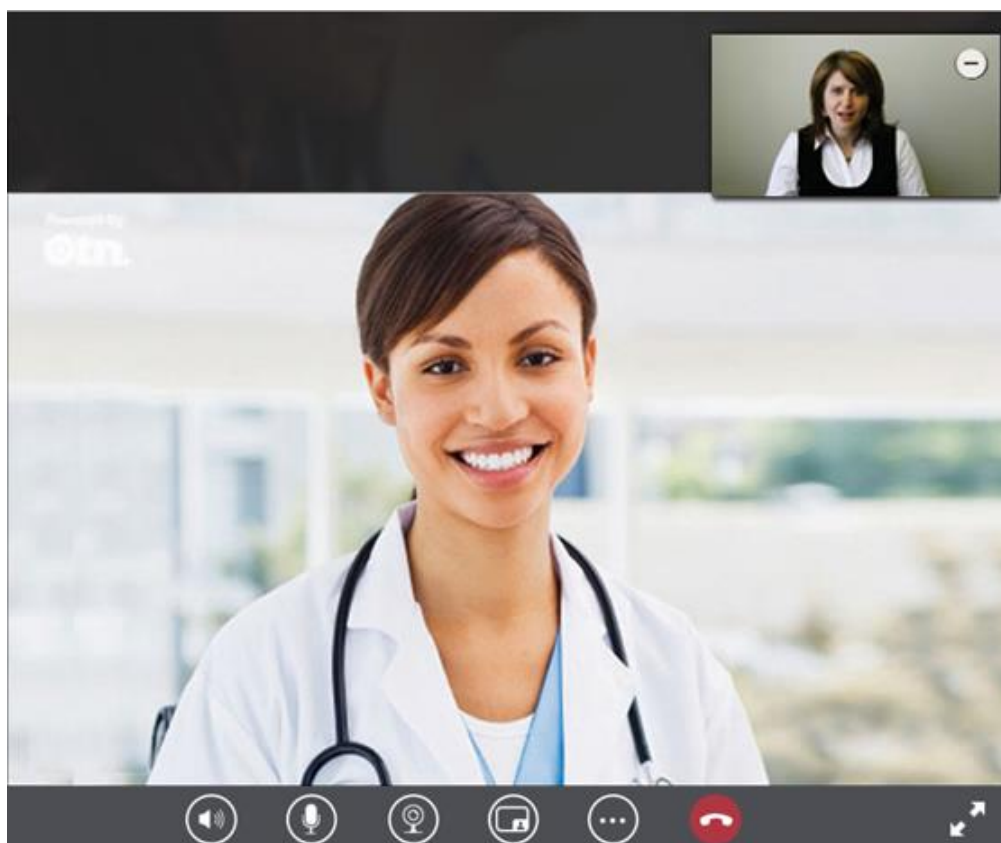


By clicking 'Call' I confirm that I have verified  
the availability of the room and system I am calling.

## How to Use the Video Toolbar During an Event

Let's look at the toolbar functionality when you're involved in a call. The toolbar appears at the bottom of the videoconference call screen. The speaker button mutes and unmutes the volume. The microphone button enables you to both mute and unmute the microphone. If you require privacy during the videoconference, click on the privacy button. This will place your system on hold and you will disappear from the videoconference. Clicking the three dotted option button, displays other icons which include the following tools. . You can change the layout of the screen by clicking on the self-view button. This enables you to turn the picture-in-picture thumbnail of the near site on or off.

- The gear button takes you to the settings panel where you can adjust your specific preferences.
- You can share content from your computer by using the share content button. This includes documents, websites or any other material that is open on your desktop.
- The camera control button allows you to move the far end camera of any legacy based system. Always let the other site know in advance if you intend to move their camera.

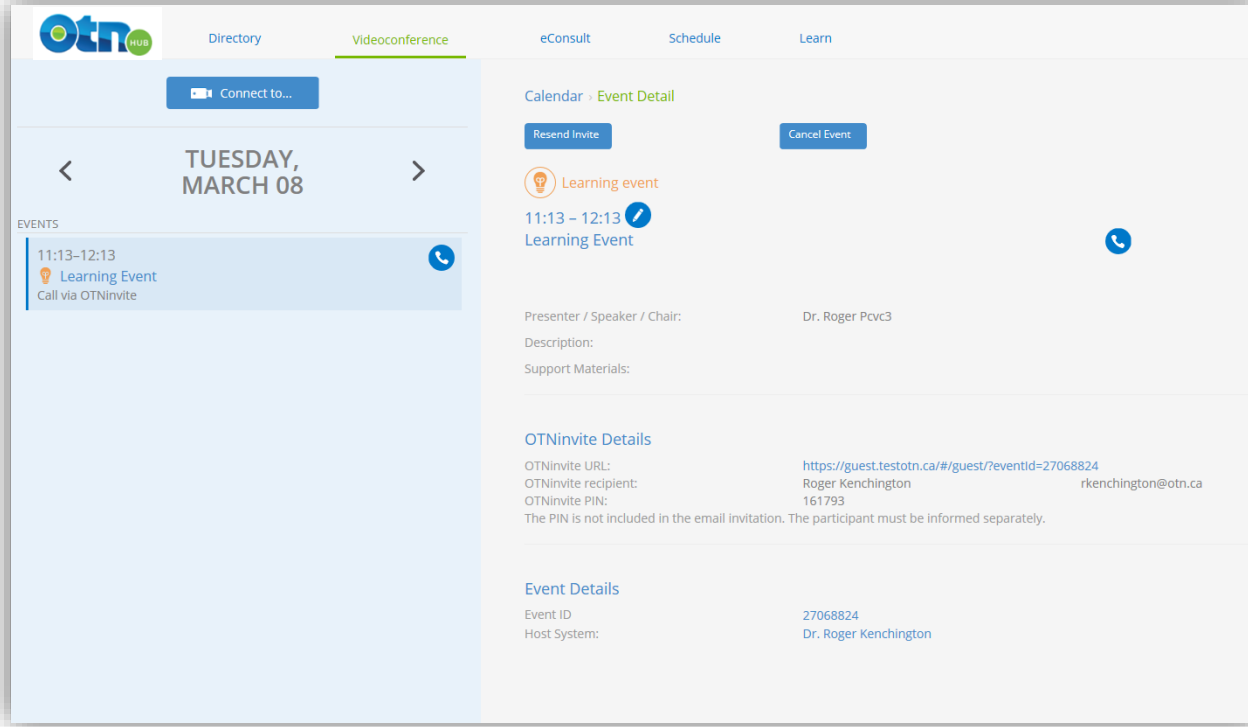


## Initiating a scheduled call from your Calendar

Scheduling events are a critical component in running a successful telemedicine practice. For this reason, it's suggested that at least two staff at your site can schedule or review events using OTN's self-scheduling application called Ncompass. If no one at your site can schedule events in Ncompass, contact OTN for assistance.

When an event is scheduled for that day, it appears on your main calendar with a time and event number. To initiate the event, click on the appointment in your calendar. The event details appear on your screen - including the time as well as participant and host details. To initiate the call, click the call button. Calls with more than 2 systems will automatically be connected, so no icon is shown. Simply make sure that you are online at the start of a call and you will receive an incoming call screen inviting you to join the multipoint videoconference.

A progress bar may appear briefly and you're connected to your videoconference. Since you've initiated the videoconference, you will see only yourself until the other person involved in the event accepts the call.



The screenshot displays the OTN Ncompass application interface. The top navigation bar includes links for Directory, Videoconference (active), eConsult, Schedule, and Learn. The left sidebar shows a calendar for Tuesday, March 08, with an event titled "11:13-12:13 Learning Event" highlighted. The main content area, titled "Calendar > Event Detail", contains buttons for "Resend Invite" and "Cancel Event". Below these is a "Learning event" icon, the time "11:13 - 12:13", and a "Call" button. The "OTNinvite Details" section lists the OTNinvite URL, recipient (Roger Kenchington), and PIN (161793). The "Event Details" section at the bottom shows the Event ID (27068824) and Host System (Dr. Roger Kenchington).

## Reconnecting using eVisit

If you have been disconnected from an event in progress or are late joining a scheduled multipoint event, please follow these simple steps to be reconnected. Before reconnecting, always ensure that your microphone has been muted. To reconnect to a multipoint event that is in progress using personal videoconferencing (evisit), simply login into the OTNhub and go to the videoconference calendar. Click on the connect icon for the specific event or the connect icon from events detail's page.

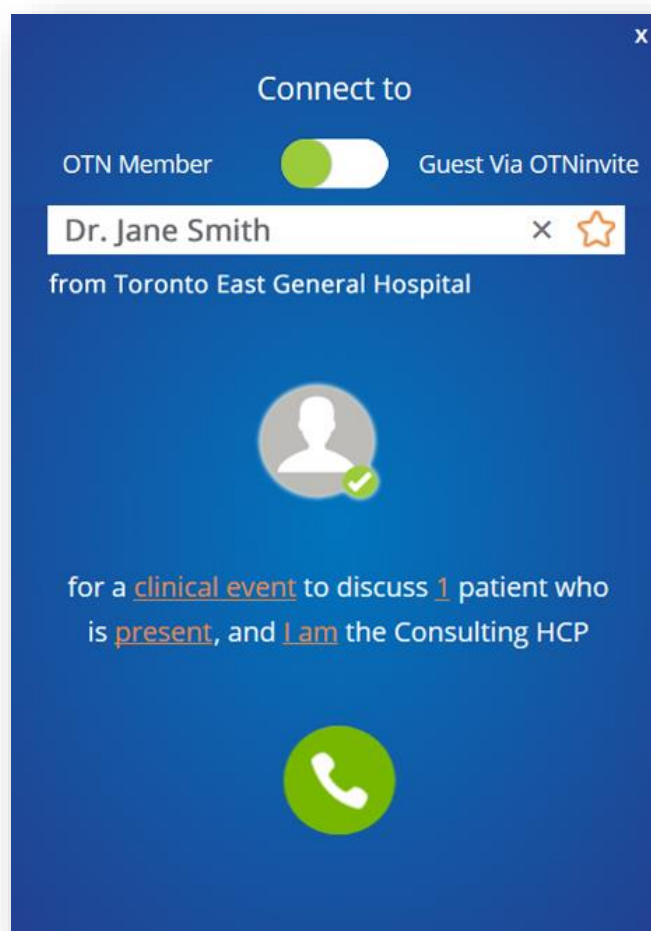
The screenshot displays the OTN Hub interface for videoconferencing. At the top, there are navigation tabs: Directory, Videoconference (highlighted), Schedule, and Learn. Below the navigation, there is a 'Connect to...' button. The main content area is divided into two sections. The left section shows a calendar for 'FRIDAY, OCTOBER 14' with a list of events. One event, 'OTN Training' (09:26-09:36), is highlighted with a red circle around its 'Connect' icon. The right section shows the 'Event Detail' for 'OTN Training', including the presenter 'andrew', a description, support materials, organizer contacts (Andrew Morgan), and event details (Event ID: 61382530, Host System: Andrew Morgan, Participant System(s): TOR\_OTN\_0099\_TRNG\_01, Roger Kenchington, Audio / Video Number).

The system checks to ensure this system is part of the event in progress. When successfully confirmed as part of the event, the system is reconnected to the event that is already in progress. If you encounter any technical issues, please call OTN's Customer Care team at 1-855-654-0888.

## Making an unscheduled call from the OTN hub

In the OTN hub, there are multiple ways of making calls. The second method to call is used more on an ad hoc basis - if the event hasn't been previously scheduled in Ncompass. You should only make these types of calls for quick admin meetings or if the clinical event is urgent in nature. It's important to receive confirmation from the other site prior to actually placing the call. If you need to make a quick ad hoc call to either a legacy system or personal videoconferencing system, click the Connect button.

This brings up the "Connect to" pop up window. From here you'll have access to OTN's existing videoconference systems, over 4000 in all. Select 'room or cart-based system' from the drop down, then type in the search field the system that you would like to connect with. You can search by name, site number, city code as well as other characters in the system name. This produces a list of results based on your search criteria. As a tip, it's best to type in three or four characters to get a greater listing of results. The orange type is information that you can alter. For instance, if you click the event type – you can select whether the event is clinical, learning or a meeting based. If it's clinical, specify the number of patients involved; if the patient will be present; and whether you're the consultant health care professional. Click the green connect button to initiate the call.





## Basic videoconference etiquette

For clinical events it's always the consultant that will dial into the patient system. The consultant reviews any assessment forms provided by the patient site as per the protocol stipulated in the telemedicine directory. If you intend to use the PCVC service in a clinical consultation it's recommended that you review the clinical consultation movie in the resource area.

Before joining the event, make sure you are framed in a head and shoulders shot. Position your camera straight on - so that it appears that you're making direct eye contact. To achieve this, make sure that your camera is mounted at the top of your computer screen and that your computer is on a stable surface.

If possible, always have a solid background behind you such as a wall or a closed door. Make sure that you have even lighting throughout your room, and that blinds are closed on your windows to prevent shadows. For clinical consultations, it's recommended to have a privacy sign on the door so that your conference will not be interrupted.

During the event, mute your microphone if you have sensitive information that you do not want the far site to hear. If you're a participant in an event involving multiple systems, always mute your microphone if you are not speaking.



## Privacy and Security Considerations

At OTN, we want to help you build a successful Telemedicine practice. In enhancing the privacy and security policies, procedures, and training that you comply with at your Organization or within your own practice; and similar to the safeguards you follow when you meet patients face to face. Please consider the following recommendations when you see patients using the service:

- Before you initiate a call, always check a site's availability to avoid a potential privacy breach.
- Never use Personal Videoconferencing in a public or unsecure environment.
- Personal Videoconferencing is an individual service. As such, never share your password with others.
- To safeguard your Personal Videoconferencing account by malicious users, choose a strong password that consists of a mixture of alphabetic characters, special characters, and digits of at least eight characters.
- Ensure that your computer has the most current anti-malware protection
- Do not use the "save password" option when logging into the OTNhub

If you connect in error to a wrong system, disconnect immediately and notify OTN's Customer Care (techsupport@otn.ca). Furthermore, if you experience a privacy or security incident, contact your Organization's Privacy or Security Officer, and notify OTN by calling 1 855 654 0888. or emailing techsupport@otn.ca. It's advised to review the privacy and security best practice guide to ensure a safe and secure telemedicine experience. This guide as well as other useful instructional material is available when you click the pdf icon at the top of the screen.

