

TIPS FOR A SUCCESSFUL VIRTUAL VISIT

COURTESY

1. Be mindful of background noise. Silence all devices and computer notifications during the visit.
2. Mute your microphone when you are not speaking.
3. If you are an observer, mute your microphone **and** turn off your video.
4. Let the speaker finish their thought before jumping in to ask a question or interject with a comment. Keep in mind there is a lag in call time.
5. Use the hand raising function in the HIPAA compliant video conferencing platform or physically raise hand on the video (if available) to indicate you would like to speak.

PHYSICAL SPACE

1. Ensure you are in a quiet, private space with good lighting and acoustics for videoconferencing.
2. Each participant should be in their own space on their own video conferencing platform login for the Review Meeting and whenever possible. We ask that you do not have large groups in a conference room both for COVID safety and because it is difficult to hear and identify all participants in a large group.
3. If hospital staff are in two different rooms for chart review, make sure the rooms are physically close to one another so that TMD and TPM staff can easily move between rooms if reviewers have questions for them.

MEDICAL RECORDS/ASSESSMENT DOCUMENTS

1. May be forwarded to the review team earlier than the timeframe noted (no later than 14 days prior to visit).
2. Ask the review team for an email acknowledgement on all communications. This will ensure the review team has received your email. Often, the communication may be blocked or in Spam/junk folders.

TOUR

3. All interviewees should wear a paper mask. Cloth masks are more muffled. And incidentally, they are not as protective as paper surgical masks.
4. Video should be provided by a iPad/iPhone signed in to the video conferencing platform (Zoom/Webex/Teams).
 - a. It should be carried by someone other than the TMD, TPM, or anyone else who might be interviewed.
 - b. The iPad/iPhone can be put on a cart with wheels or have individual iPads strategically located at each of the areas that will be toured
 - c. The iPad/iPhone should always be held horizontally (landscape mode) for best viewing.
 - d. A small Bluetooth speaker/microphone should be paired to the iPad/iPhone and used as microphone for all interviewees. It should be handed to each person interviewed.

VIDEO CONFERENCING PLATFORM

1. If you are having problems with the video conferencing platform connectivity, dial in by phone and link the phone audio to your video.
2. Ensure that the video conferencing platform displays full name so that reviewers can easily identify attendees.