



HEALTH CONSUMERS'
COUNCIL

INTRODUCTION TO ONLINE MEETINGS AND ZOOM

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Acknowledgement of Country



Source: Snapshots by Narelle Henry

We acknowledge that we are meeting on the traditional country of the Whadjuk people of the Noongar Nation and pay respect to Elders past, present and emerging. We acknowledge that they have occupied and cared for this country over countless generations and we celebrate their continuing contribution to the life of this region.

Today's session

Topics we'll cover

How the session will run

- Introductions
- quick overview of using Zoom as a participant
- time for questions

Overview

- what are online and telephone meetings?
- what do you need?
- when you're in the meeting
- etiquette

Questions



HEALTH CONSUMERS'
COUNCIL

About Health Consumers' Council

Our Purpose

To increase the capacity of all people to influence the future direction of health care and to make informed choices

Our Vision

Equitable, person-centred healthcare for all West Australians



Individual Advocacy



Engagement



Systemic Advocacy



Introductions – who's on the call?



What's your name?



What's your involvement with the
health system?



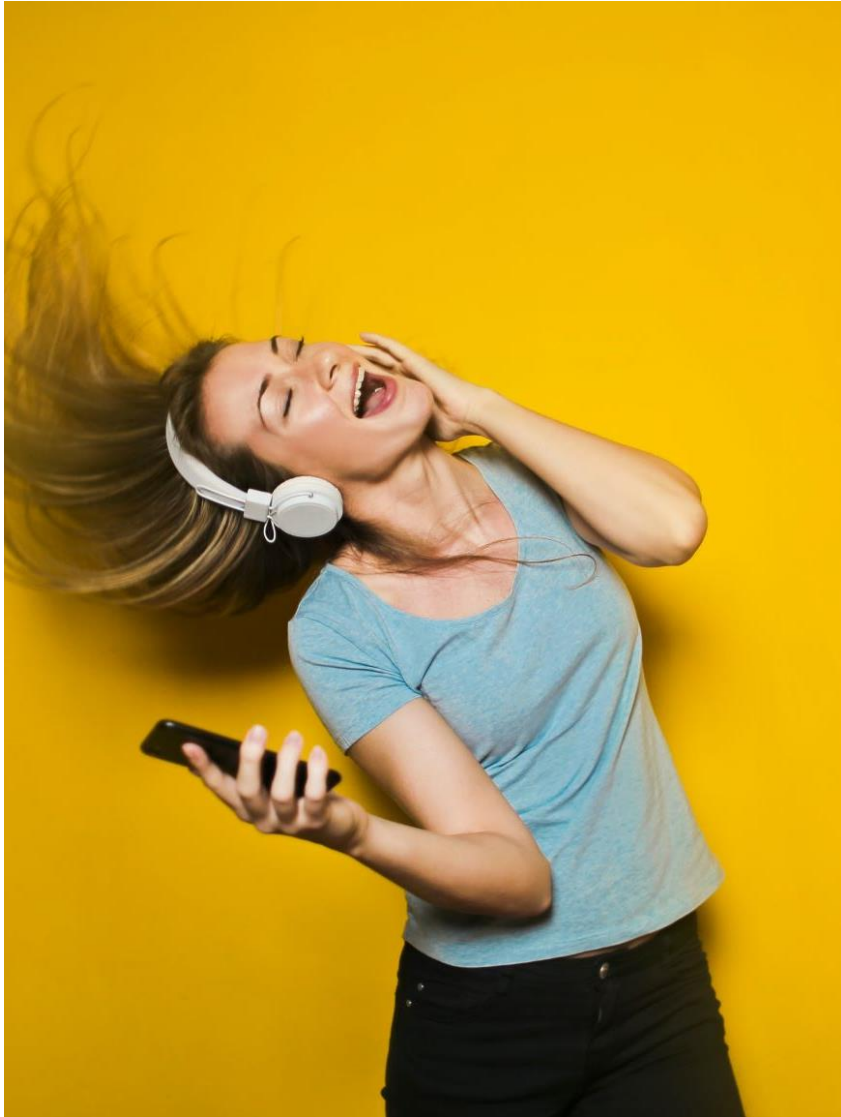
Please be brief 😊



What are online and telephone meetings?

- Meetings that you can join over the internet, or by telephone
- These will be hosted by someone, but everyone has the chance to speak
- If you join online, you'll have the option to show your face on screen and see the other people in the meeting
- Some programs that are used in the health system for these
 - Zoom – we'll talk about that today
 - Scopia – WA Health's telehealth system
 - GoTo meeting
 - WebEx
 - MS Teams – being used by some in WA health system
- Other tools
 - Google+ Hangouts
 - WhatsApp – for friends and family
 - Facebook Messenger
 - House Party
- Webinars – usually mean you can just watch a presentation. You're not visible on screen and you don't take part in the discussion. You may be able to type questions into a chat function.





What do you need?

- To join by internet
 - Smartphone
 - Tablet – i.e. Ipad
 - Laptop
 - Computer/PC
 - Internet connection – either mobile data or wifi connection
 - As a minimum, your device will need a microphone and speakers for you to join. For you to be seen, it will also need a webcam, but you can take part without a webcam
- A telephone – landline or mobile
 - If you join by telephone you won't be able to see any slides or other people in the meeting.
- Recommend
 - Headphones with a microphone – from \$6 [to over \$300] at Officeworks
 - Tripod or something stable to hold the phone



Joining for the first time

- You don't need an account to join as a participant
- You'll be sent information about the meeting
 - Internet link – also known as URL (i.e. <https://zoom.us/j/697159518>)
 - Or telephone number and meeting ID – like today
 - You may also be sent a password
- Internet/online
 - Click on the link
 - First time:
 - Asked to download an app
 - Free, quick and easy to do
 - No need to create an account
- Using the app on a smartphone
 - Click on link or input meeting ID
 - You may be asked for a password
 - First time – you'll be asked for your name – this will show on screen.
 - If you share a device, check the name – it may be the last person who used it
 - Sometimes this is automatically put in as a number – you can change this to your name
- Using mobile data/wifi
 - You will need an internet connection to join online
 - You can reduce the amount of data you use by turning off your camera



In the meeting

Joining online

- If the person hosting hasn't joined yet, you may be asked to wait
- If you're joining online, you can choose whether or not to have your camera on. If you don't, it will just show your name.
- It's good practice to show your face just to say hi – you can turn it off after
- Think about what people will see behind you

Joining by phone

- Your telephone number may show up on screen
- You won't be able to see any slides
- If joining by mobile, mute when not talking
- Remember to hang up when you leave the meeting



Online functions

- Mic/mute
- Camera
- Chat box
- Raise hand
- Non-verbal signals
- Virtual background

Joining by telephone

- Mic/mute

HOSTING WELCOMING, INCLUSIVE GATHERINGS ON THE INTERNET



HIT THE MUTE BUTTON IF YOU'RE NOT TALKING

This gives whoever is speaking the space to be heard. It also means you can say 'ooh big stretch!' when your dog wakes up from their nap... and no one will hear it.



WAVE AT PEOPLE AS THEY ENTER THE CHAT

A friendly wave and a smile is a non-interruptive but welcoming way to greet people as they enter the video chat, especially if someone else is already speaking!



BE KIND TO ONE ANOTHER

This one probably seems a bit obvious, but it's important to recognise that some people are more confident with technology than others and for some, your gathering may be their very first. Be patient, gentle and kind. But probably don't blow kisses.



TAP YOUR EAR IF YOU CAN'T HEAR SOMEONE

There's a high chance that someone might forget they've muted themselves at some stage, so a gentle, non-intrusive way to remind them that they're muted is to tap your ears. Hopefully they won't think you're initiating a game of Charades.



RAISE YOUR HAND IF YOU WANT TO SPEAK

If there are quite a few of you on a video chat and the conversation is booming, it might be handy ('scuse the pun) to raise your hand when you have something to say. A bit like an invisible talking stick.



PROP YOUR SCREEN UP IN ONE SPOT

The last thing you want to do is cause your fellow video-buddies some sea-sickness by moving around too much. We recommend propping up your phone or laptop in one spot so you reduce the amount of motion and hopefully avoid seeing these kinds of faces looking back at you.

Etiquette



Questions

- How many people are you able to have meetings with at one time?
- Can you share multiple screens?
- Can you edit documents in live time, on the screen for everyone to view in a Zoom meeting?
- Others?

In next session on hosting

- would like to know how to invite participants, use audio and also how to break participants into break out groups.



How to find out more about online meetings and Zoom

- Zoom – <https://zoom.us>
- Zoom online training <https://support.zoom.us/hc/en-us/articles/206618765-Zoom-Video-Tutorials>
 - Virtual background <https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>
- Other Zoom tips and tricks <https://www.groovehq.com/blog/zoom-tips-and-tricks>
- Scopia and Telehealth https://www.healthywa.wa.gov.au/Articles/S_T/Telehealth-appointments-at-home
- Range of earphones [other retailers are available]
<https://www.officeworks.com.au/shop/officeworks/c/technology/headphones-earphones/earphones-earbuds>
- Bringing online meetings to life
 - Aha Consulting! Seminar 7 April 2020 (fee payable)
https://www.ahaconsulting.net.au/store/p33/Virtually_Real.html
 - <https://www.centerforworklife.com/bringing-virtual-meetings-to-life/>



Staying in touch with other consumers and with HCC

- HCC monthly e-news and Quarterly Health Matters. Sign up at:
<http://eepurl.com/Adgt1>
- Blog on HCC website: www.hconc.org.au
- Other HCC mailing lists
 - Reading list
 - Consumer reps
 - Cancer
 - Medical research
 - Obesity and weight management
- Other peak bodies
- HCC on social media
 - HCC Facebook page (1800 followers)
<https://www.facebook.com/hconcwa/>
 - HCC Facebook groups for specific groups of people
 - Source – Connect, Learn, Share – for consumer, carer, community, family reps
<https://www.facebook.com/groups/hccsource/>
 - Partners in Change – Obesity Collective – people interested in overweight and obesity
<https://www.facebook.com/groups/248123835784261>
 - Maternity Consultation WA – people interested in maternity services
<https://www.facebook.com/groups/WAMaternity/>