

Tips for Successful Video Consultations

Purpose of Video Consultations

As part of the TeleFFIT program you will be conducting 11 video consultations with each of your clients to monitor their progress and goals, and prescribe new exercise programs. These consultations are integral to maintaining participants' motivation and adherence to the program and therefore the success of the TeleFFIT intervention. We have provided you with a few tips below to help ensure you are able to conduct the consultations successfully.

Understanding technology

The quality of your video consultation can be affected by a number of different technical factors. These may include:

Internet speed: *Both yours and your clients'*

At each client's initial home visit, it is important to check whether they experience any issues with internet speed. You can conduct an internet speed test of a device by visiting www.speedtest.net or <https://www.ozspeedtest.com/>

The results are provided in Megabits per second (Mbps). Zoom recommends an internet speed of 1.5 Mbps in each direction.

If you or your client are experiencing difficulties with internet speed, you can refer to this Australian Communications and Media Authority video link for some guidance on the potential reasons and solutions for the issues:

<https://www.youtube.com/watch?v=vi85weNajW0>

It is important that your clients sort out any internet speed or connection issues well before our first video consultation in Week 2 of the program. You may need to advise them to contact their service provider if they are unable to resolve their issue themselves.

Wi-Fi:

The speed/strength of internet connection via Wi-Fi is best when your device is within range of your modem or if your device is connected to your modem with a cable. We recommend:

- Ensuring you/your client are positioned as close as possible to the modem, in the same room if possible (remember solid walls can affect Wi-Fi transmission)
- If you/your client are having difficulty with internet connection, ensure the modem is not hidden away in a cupboard and if it is, reposition it outside of the cupboard
- NEVER use public Wi-Fi (e.g., a café or airport) to conduct your video consultations as this poses a security risk.

Setting up your Telehealth environment

In order to prepare for a successful video consultation, you will need the following technical equipment in good working order:

- A computer, laptop or smart device
- Secure internet connection
- Installed Zoom software
- Webcam (if you are using a computer)
- Sound/speakers (if not already built-in to your computer/laptop)
- Microphone (if not already built-in to your computer/laptop)

You may wish to use a headset or headphones even if your device has in-built speakers and microphone to maximise sound quality (particularly if there is background noise) and client privacy. Where possible and for premium quality video/audio, it is a good idea to use a good quality camera (and headset) instead of your computer's in-built ones.

For instructions on how to download and use Zoom, please visit the Zoom Help Center: <https://support.zoom.us/hc/en-us/articles/360034967471-Getting-started-guide-for-new-users>

Here are a few tips for when setting up your telehealth space and talking with clients:

- **Be mindful of lighting and your positioning:** Ensure your room is adequately lit so that your face can be seen clearly and that there is no glare on your screen from windows. It is best to position yourself so that most of the light is coming from in front of you (behind the monitor) and not behind you; you may choose to use a lamp on your desk to brighten your face. If you have a window behind you, make sure you close the blind because otherwise you will be backlit. Make sure you adjust your camera if it is too low or too high – it should be at eye level.
- **Be aware of noise and clutter:** You don't need a dedicated space to conduct the video consultations, but it is important to find a location that is free of distraction and as little background noise as possible. Remember to always place your mobile phone on silent prior to each consultation. If the area has clutter, you may choose to select a Zoom virtual background to hide this to ensure a "professional" look. Make sure that the space you are in allows you to move around enough to demonstrate exercises as needed.
- **Set up a comfortable workstation:** It is important to set up a comfortable and ergonomic workstation when conducting the video consultations. Always place your device on a desk and set yourself up on a chair at the appropriate angle and height to minimise any risk.
- **Ensure client privacy at all times:** It is crucial that nobody else can hear your video consultations. This means that other staff should not be in the same room as you when you are conducting a consultation, and your speaker volume should not be turned up so high that people can hear the conversation from another room.

- **Test your video and audio:** It is good practice to test these prior to your video consultation, especially if you are using a new device.
- **Have the TeleHab website open:** This is recommended during all consultations in case your client needs clarification on an exercise or you are prescribing a new program.
- **Remember to look into the webcam and not always at your screen:** This way your clients feel as though you are making eye contact. Remember, it is important to alternate between this and looking at your screen occasionally to gauge reactions/facial expressions.
- **Other important videoconferencing etiquette:** Always start by introducing yourself and your role. Ensure that everyone in the room during the consultation is introduced (e.g., client's family member) and that your client gives them permission to be present. Be mindful of your body language, and the tone and volume of your voice – try not to speak louder than normal but speak clearly and remain actively engaged with your client. Sometimes there is a delay in the time it takes to transmit audio, so pause after you have finished speaking to make sure what you have said has transmitted to your client and to enable smooth flow of conversation. Remember, microphones are sensitive so be careful of making loud noises, such as typing or shuffling paperwork.

Helping your client prepare for the video consultations

In order for your clients to participate in the video consultations they need to have downloaded the Zoom software (which is free) onto the device that they are using for the consultations. They do not, however, need to sign up for a Zoom account.

We will be providing participants with step-by-step information on how to download and use Zoom and any issues they face should be sorted out by the research team members if participants indicate they need extra assistance during the initial screening. Once you have scheduled your clients' video consultations, we recommend you email it to them with the following information:

- Date and time of the consultation
- Your details
- Zoom URL/link to your personal Zoom meeting
- Zoom Personal Meeting ID
- Remind them that they need to have Zoom downloaded to the device they are planning to use for the video consultation (as it may be different to the device it was set up on with the researchers) and include a link to download Zoom.

What to do if your client is having issues with Zoom

If on the day of the consultation your client is struggling to join the meeting, you may need to assist your client to do this via the telephone. We recommend watching the following video on joining a meeting in Zoom which outlines the process from the client's perspective and may help you to assist your client.

<https://www.youtube.com/watch?v=hlkCmbvAHQQ>

When speaking to your client on the phone, inform them that you emailed them a link to the meeting and instruct them to click on the link. If they have already downloaded Zoom it will automatically take them to the meeting. However, if they have not downloaded Zoom, instruct them to click 'Download' and 'Run' Zoom. If they are unable to download Zoom, an option to conduct the meeting through a web browser should appear.

If your client is having audio difficulties during a consultation, it might be helpful to communicate with them using the chat feature in Zoom to help resolve their issue. The following video explains how to join and configure audio and video optimally during a Zoom meeting. This information will be useful if you need to assist your client.

<https://www.youtube.com/watch?v=-s76QHshQnY>

For information on the functions you can control during your Zoom meetings, please watch this video:

https://www.youtube.com/watch?v=ygZ96J_z4AY

Some Zoom features you should familiarise yourself with prior to conducting your video consultations:

- **Chat feature:** You may use this feature to send your client weblinks or other useful resources being discussed during your conversation.
- **Sharing your screen:** This will come in handy when you are showing your clients through new exercise programs in the TeleHab website.
- **Mute button:** If (your or) your client's environment becomes too noisy during the conversation it may be necessary to mute their microphone when they are not speaking.