

**St. Joseph's Virtual Care  
Helpline  
1-519-685-8390  
(Mon-Fri 8AM – 4PM)**

**Total Shoulder Arthroplasty Program Virtual  
Group Instructions**



**A few days before your appointment:**

- Read (and re-read!) the instructions we've sent by email.
- Download and do a test run of the required app (WebEx) and / or browser, microphone and speakers.
- If you have technical difficulties, contact the Helpline.

**30 minutes prior to appointment:**

- Go to a private, quiet place away from your family and pets. Close the door for privacy. If others can hear you, please use earphones to protect the privacy of other group members' therapy session.
- Prevent interruptions. Talk to your family and come up with a plan. Use a do not disturb sign.
- Turn off any devices not being used to videoconference. Close all windows and apps other than WebEx on your computer/device.
- Choose a spot where you can alternate between sitting and standing comfortably.
- Try to log-in 15 minutes early to troubleshoot any problems.

**Joining in:**

- At the beginning of each group session, staff will do a roll call. When you hear your name, please respond verbally with a "Hello!" and a wave so that we can identify you on video.
- If you log on late, while the group is in session, please do not disrupt the conversation to say hello (waving is fine!). Staff will ask latecomers to introduce themselves when there is a break in the discussion. •Group members may be identified by name below their window (e.g. Sue S.)

**Maximizing audio and performance:**

- Audio problems are the most common challenge while videoconferencing.
- Best options for sound quality:
  1. Computer + headset or speakers for audio
  2. Cellphone / tablet for video + audio (note: a tablet's screen size is better for viewing slides; if using a cellphone, try zooming in to view slides)
- Please make sure that your microphone is muted before you log in to reduce unpleasant feedback.
- Unmute your microphone when you want to join the conversation and mute once you are finished speaking.

**Troubleshooting:**

- ***Time-lag between audio and video:*** Try logging out and re-joining the session. If that doesn't work, and the delay is causing difficulty, you can mute the video's sound and use your cellphone or landline to call in for the audio instead. Instructions for both options will be provided in your session invitation email.
- ***You log out of the session by accident:*** If this happens, exit the videoconferencing software, open up your session invitation email, and click on the link to log in again.
- ***The group session freezes or disconnects abruptly mid-session:*** If this happens, it is time for everyone to take a 5-minute break. The group leader will shut down the videoconferencing program and re-start the session. Wait 5 minutes, open up your session invitation email, and click on the link to log in again.
- ***Systems crash mid-session and we can't resume:*** It is going to happen. Take a 10-minute break. If we can't re-start the video session with our original program. However, if systems are overwhelmed, we may be done for the day. Your group leader will send out a brief email with a "group wrap-up", suggestions and next steps.

## Virtual Groups: Clinical Issues



### Professional issues:

- Providing Virtual Education Group Sessions via videoconferencing is new for us. Making a quick transition to a new format **will** be challenging. If we are patient with each other and expect some glitches, it will make this transition easier.
- We request that you do not share personal health information details during the session, as this is a CLASS, and not an individual visit, and when asked to enter your name in WebEx, PLEASE USE YOUR FULL FIRST NAME AND LAST INITIAL ONLY for your privacy.

### Clinical challenges:

- Video-education can be challenging for therapists and patients. Periodically, your host will check in with the attendees and ensure there are no pressing issues/ questions before they move on.
- Most likely, each host will present their content and ask for questions at the end of their portions.
- Once the presentation begins, please have microphones muted, and attend to the information being presented, so you may ask questions that are relevant to you.
- There WILL be time built in to the session to welcome questions you may have for the host. When it is time, your host will ask for those with questions to raise a hand, and will call on you in order. Please unmute your microphone before you start speaking, and re-mute when you are finished your question.
- Please do not “multi-task” during video-counselling sessions (e.g. checking your phone, folding laundry, cooking dinner, typing etc.). It is distracting, and treatment will be less effective.

### Privacy

- Keep in mind that during videoconferencing, staff and other group participants are entering your space. Think about where you will be sitting. What else will the camera show? Is it a neutral background? Will people be able to see personal items that you would rather keep private?
- Please dress appropriately for session.
- We have chosen conferencing platforms that meet stringent standards for privacy, but there are naturally more risks with this format than a face to face meeting.
- Recording virtual groups is NOT permitted. It is a violation of other group members' privacy and breaks provincial privacy laws. Sometimes, patients want to record meetings so that they will not miss or forget important information. If you have this concern, please let us know and we will find a way to share information in a way that respects group members' privacy.
- Web-based sessions are only as confidential as your surroundings. Logging in to a counselling session from a crowded room, your backyard, or a public park means that our services are no longer private and confidential. If staff are concerned about confidentiality, they may ask you to a “360-degree spin” with your device.

### Safety

- For your own safety, please do not log in to a counselling session while walking or driving. If this happens, we will stop the session immediately to protect your safety.

Hand and Upper Limb Centre  
Informed Consent for Virtual Care



**PLEASE ENSURE THAT YOU READ THIS DOCUMENT THROUGH TO THE END, INCLUDING THE PATIENT ACKNOWLEDGMENT AND CONSENT TO PARTICIPATE AS THERE IS IMPORTANT INFORMATION FOR YOU TO CONSIDER**

The St. Joseph's Preadmission Total Shoulder Arthroplasty Education Session offers educational information about the process of having your shoulder replacement from many different perspectives that are intended for you to be educated and prepared for your recovery after surgery. There will be information given during the session that will help you prepare ahead of time, understand what to expect during your stay in hospital, and how to plan for your return home and follow-up care. There are many benefits – no travel time or costs, receiving teaching in the comfort of your own home etc.

There are also some challenges and risks associated with “virtual care” that you need to be aware of:

1. These virtual care sessions are intended for Total Shoulder Arthroplasty patients only.
2. Sessions are open to loved ones, or who will be helping you after your surgery. Please limit to ONE person who is welcome to watch the session with you, but please indicate them to your host when you are greeted to class.
3. Virtual sessions are offered through WebEx, which is a secure video-conference platform that has been approved for use at St. Joseph's Health Care London.
4. Although we make every effort to ensure the care we provide is private and confidential, there may be privacy concerns due to web security issues, or lack of privacy in participants surroundings.
5. **Recording workshops and other participants is a breach of privacy and is not permitted.**
6. Participation can be discontinued at any time by the patient.
7. Participation can be discontinued by the session provider if terms and conditions are not respected by the attendees.
8. Some types of education/ interactions may not be as effective provided in a “virtual” format vs face-to-face. We will work to provide the best care possible.

**Patient Acknowledgement and Consent** - I have read and understand the information provided above regarding web-based virtual care. I have had the opportunity to ask any questions I have, and all of my questions have been answered to my satisfaction. I have given Total Shoulder Arthroplasty Program staff permission to schedule a virtual care appointment using my personal email address. I acknowledge and agree that if I choose to accept the virtual care invite and join the virtual session that has been scheduled for me, this will confirm that I agree to the terms and conditions listed above. My consent will be documented in my health record.

Thank You,

Total Shoulder Arthroplasty Program Staff