

Grand Rounds Videoconference Guidelines

These guidelines are intended to ensure the best experience possible for all participants in Medicine Grand Rounds, presented each Tuesday from 12:30 to 1:30 p.m.

The Network

- Grand Rounds is distributed via a connection between the UH Telemedicine Project network and the State of Hawaii Telehealth Access Network (STAN). It originates at the Queen's Conference Center on the Queen's Medical Center campus. Multipoint videoconferencing services are provided by STAN.

Reservations

- A limited number of ports are available on the multipoint bridge unit at STAN. Sites will be connected based on availability and in the order in which reservations are received.
- **The deadline for reservations is noon on Friday for the following Tuesday's program.** This allows time to make arrangements with the STAN operators and to provide participants with connection information.
- Reservations may be made by contacting Dolly Puchert at the UH Telemedicine Project Office. Telephone number: 808-528-2938. Email: dollyp@hawaii.rr.com. **Please provide a contact name, telephone number and email address to which connection information and a confirmation can be sent.**
- **Reservations must be made and confirmed each week, even if your site connects regularly.** During the conference, the STAN operators will monitor the connection from each site. If a site on the their list is not connected, he or she will attempt to troubleshoot. Therefore, it is important to **notify UH Telemed Project or the STAN operator if you decide not to participate.**

Connecting

- Connection information will be returned with your confirmation via email.
- **Plan to connect between 12:00 and 12:15 p.m.** This allows time to check audio and video, and to troubleshoot any connection problems.
- **At 12:15 p.m., the technician at Queen's Conference Center will do a test of each remote site. Please be available at that time** to verify sound and video for your location. Please **mute your microphone after the test.**
- **The deadline for connecting and testing is 12:15 p.m. No site should attempt to connect after 12:25 p.m.** Late connections and testing are disruptive to the local audience.

Connection Problems

- Should you have difficulty connecting, contact the STAN network operator by telephone. They will work with you to get you connected. **STAN Operations Center: 808-956-6668**
- Sites which have not previously connected to the STAN network should schedule a test connection before participating in Grand Rounds. Contact the STAN Operations Center at the above number or by email at: stan@elele.peacesat.hawaii.edu

During the Conference

- **All sites should mute their microphones.** The videoconference system in Queen's Conference Center will clearly transmit all extraneous sounds from the remote sites, causing distractions for the local audience. **Activate your microphone only to make comments and to ask questions.**
- Video on the multipoint conference switches based on audio. This means that any site will be visible to the rest of the sites after a speaker activates the microphone and begins speaking. There is a delay of several seconds before video switches. All remote sites will normally see the Grand Rounds presenter.
- Comments and Questions: Near the end of the presentation, the Moderator will ask for questions, and may acknowledge each remote site. Be prepared to activate your microphone as you are acknowledged, and begin speaking. If you have no questions, simply respond, "No questions."

CME Credit

- CME credit may be available to participants from remote sites. Contact Kari Noble for additional information and registration forms. Completed CME forms should be faxed to **808-586-7486**.
- Tel: **808-586-7477** Email: knoble@uhintmed.hawaii.edu