Perfect. We are recording. Hello.

Welcome to our six long waited trading video.

I know for some of you who are

taking this live as they're coming out, this

one has been a little delayed and apologize.

There's been some updates to some of the Ki Poo

resources and a couple of other things that have had

me just refund this one a few times.

But I'm really happy that we've made it this far.

So let's jump into it.

We are going to be talking about

technology implementation and workflow in this training.

Okay.

So to start, we're going to go

over just a general overview of technology.

It'll be very brief, and it'll be what

does the American Board of Telehealth and Telehealth

Certification Institute think you need to know about

technology when it comes to telehealth?

And I'll add to some of what's on the

slides, then we're going to talk about DBH.

What technology do we have for you to use?

What are you going to be using day to day?

We're going to jump a little deeper into

the rest of the stuff after that.

So Zoom, we're going to go slow through.

We'll go into our Microsoft suite and just review all of

the tools available to you and then some of the ones

you will be using most often, aka teams and SharePoint.

Then we're going to talk about Ring a ring

central, and this is kind of your phone or

Fax Kipu, which is our EMR or EHR.

So you're going to do your notes and

documentation, all of that, and then what to

do if you have issues and what support

do you have from Discovery Behavioral Health?

And finally, we'll wrap up with

what's next, like what is coming?

What can you guys look forward to?

Welcome to Discovery Behavioral Health training

on technology implementation and workflow.

We will review general information related

to the use and implementation of

technology in the Telehealth program.

We will take a deeper dive into some of

the technology you will be using specific to virtual

programming, including Zoom, Microsoft teams, and more.

We will conclude by addressing how to troubleshoot It issues

via It support and then take a brief peek at

some of the innovations that might be coming your way.

Here's our learning objective, similar to what

we said before, it'll be general technology

for Telehealth overview technology specific to DBH,

how to use your DBH technology, It

support, and then future DBH technology innovations.

By the end of this training, you will hopefully be

able to answer these five questions and much more.

What is important to know when

it comes to technology for telehealth?

What technology does DBH use for telehealth?

How do I use Zoom help

and other DBH approved technology?

Where do I go when I have issues with my technology?

And then what technology might I expect

to see DBH use in the future?

Okay, so here's our general overview.

Telehealth technology should be selected based on need.

So what this is speaking to is we don't

want to just add things because they're fun or

because they're cool or because they're modern.

We want to be pretty selective about what we

do bring into our Arsenal our It Department and

the various departments that are interwoven with them very

selectively partner with tech companies based on how their

technology is going to fit into the variety of

workflows that we have at Discovery Behavioral Health across

all of our divisions for the eating disorder division,

for Discovery Mood and anxiety, for our various substance

use brands, and now for Discovery MD.

They want to make sure that the

technology is obviously up to par.

They want to have had ample time to research it

and make sure that all the press has been good.

They have great security measures in place, and that

is actually accessible and going to be used when

it is brought into Discovery Behavioral Health.

We have synchronous and asynchronous tools.

And of course, we've talked a

little bit about what that means.

But just to reiterate, synchronous communication technology

is going to be something that allows

us to communicate in real time.

So using Zoom help and meeting with

the patient, that's a synchronous tool.

However, I'm using Zoom to record these sessions

right now, and you're watching them later.

So technically, this is asynchronous

communication for you and I.

Asynchronous communication also refers to things like email, where

you're communicating back and forth on your own time,

but most likely not at the exact same time,

unless you're very on top of that email chain.

We only use approved tools.

So, for example, we don't want you all to

be using Skype or Doxy or any of the

other telehealth platforms unless they are approved by Discovery

Behavioral Health and by your division.

And that is why we use Zoom Health.

That's who we have our EA with, which is our

business associate agreement, meaning we have agreed to work together

to provide the utmost security for our patients.

And then if you are ever in

doubt, please review the Privacy and security

requirements to each piece of technology.

So we're going to talk a little

bit more about Zoom, for example.

But there's versions of Zoom that you

would use that are not HIPAA compliant.

There's only one HIPAA compliant version of Zoom, and

you need to make sure you're using the one

that meets our Privacy and security requirements.

Same thing with any other tools that you're using.

Okay, let's talk a bit about some of the technology

you might see in your role at Discovery Behavioral Health.

Now, this is different from division to division.

I've tried to hit like the heavy hitters, the

ones I think you're the most likely to see.

If you are working for a Discovery Behavioral Health

brand that is not discovering mood, anxiety, and it's

not CFD or you were like you're part of

a brand that was newly acquired.

For example, the technology you're

using might be different.

So if that's the case, just keep an eye out.

There might be a specialized training coming your

way about your specific technology that is in

addition to this overall overview training.

And it's still good to pay attention here

because, again, this is the technology that we're

using kind of across the board.

So it might pop up for you

even if you haven't seen it yet.

And otherwise, it's just useful to know, like,

these are really commonplace pieces of technology now

that you could see in any other industry.

It's going to be very helpful, regardless of

what you're doing, to know how to use

Zoom, for example, or the Microsoft suite.

So I hope that you find this all very helpful.

And even if you're not using one of these

tools, there are pieces that do benefit you.

So we're going to go over Zoom Health.

We're going to go through that pretty slowly.

We're going to go through the Microsoft suite, some of

the ones you're going to use more often within that

suite, which are going to be teams and SharePoint.

We're going to talk over Ring central,

which is typically our phone and Fax.

So it's almost like a second phone number you'll

have on your personal phone, unless for whatever reason,

you do have an office ring phone.

But that won't be too

commonplace for our telehealth providers.

And you can also use your ring central account

to Fax information or to receive or send faxes.

We're going to talk a little bit about

email and appropriate email communication and how to

set up your email account with signatures.

And then the last thing we're going to go over

is our electronic health record or electronic medical record.

We typically refer to it as EMR, but

EHR and EMR somewhat interchangeable in the industry.

So you'll definitely hear me flipping between the two.

Our primary EHR is keepu.

Again, there are parts of the company

where we do not use Kipu.

So if Kipu is not as pertinent to you, take what

you can, leave what you don't need, and keep an eye

out for a training that is more specific to you.

If you don't know that that training

is coming your way, don't hesitate to

reach out and request that specific training.

And I will be able to add that for you.

All right, let's keep going.

So we're going to start by taking a

look at our telehealth services policy in Savanta.

You guys have seen me do this already,

but nonetheless, we're going to jump over and

we're going to look at Samantha.

I am going to stop screen sharing while

I maneuver over there for me here.

I know this is not super interesting.

Sometimes my computer just gets really slow.

All right, we're there.

So my recommendation to you is going to be

to genuinely follow along and do this with me,

especially when we get to the Zoom stuff.

And like the Ki Foo stuff

like have your Zoom account open.

If you have it, go through it with us, set it up the

way you need to set it up, or pay very close attention to

how the groups are going to be set up, for example.

So you're ready to go when

it's time for your program, essentially.

All right, we did it. Here we are.

So here's our telehealth and

services virtual programming policy.

I definitely recommend reading through this.

I am going to read some parts of it and then

other parts I'm going to leave to you to read.

So the company may provide telehealth services at facilities

where it is necessary or desirable to use telehealth

methods to increase access to care for individuals, including

without limitation, in situations where facilities are unable to

offer face to face services or individuals are unable

to physically attend programming and such telehealth services may

be in place or in addition to current services

provided by any such facility.

The Health Resources and Services Administration HRSA

of the US Department of Health and

Human Services HHS defines telehealth as the

use of electronic information and telecommunication technologies

to support and promote long distance clinical

health care, patient and professional health related

education, and public health and health administration.

So this is all in here for you,

and it outlines who is responsible for telehealth.

I'm obviously in here director of virtual programming, as

is your clinical director and everybody else that plays

a piece into keeping this ball rolling.

And then what I really want to show you here.

You can see how long it is.

It's not too long to read through, though.

So again, I do recommend it.

But what I really wanted to

show you is these attachments here.

And I went ahead and pulled all of these attachments

and a couple others and put them into a packet

for you that I'm going to attach to this training.

And then you can have as opposed to

just keeping track of all of these documents.

But we're going to go through these piece

by piece just because they are truly that

important and critical to understand for your work.

This where this policy lives.

If you ever have questions, we've gone through

this, but you just go here, type it

in, and it'll come right up for you.

I again find the easiest way to access Savanta.

To go to my email, look up Savanta.

You get the email with all the

trainings you need to do for Savanta.

Click on any of those trainings

and it brings you to Savanta.

You can obviously log in other ways, and there

are portals that are set up through the Internet.

That's just my preferred way of getting here.

All right, let's jump back to our presentation briefly, and

then we are actually going to go over the packet.

I alluded to about Zoom.

We'll just go ahead and share the whole screen for now.

So we use Zoom Health.

I know I've already said this 50 different times.

We use Zoom Health.

We do not use regular Zoom.

Please do not use regular Zoom.

Zoom actually, non Zoom Help just got in

trouble for not doing enough to protect the

security and Privacy of their Zoom users.

And there's a major lawsuit that you could even

participate in if you have any regular Zoom accounts

and get like some essentially like small payout for.

I think it's like $15 or $20,

but we don't use that Zoom.

We use Zoom Help.

It is the only HIPAA compliant version of Zoom,

and some of the reasons we use it is

it's one of the best available tools to us.

Primarily, you're going to see Zoom in center

for Discovery and Discovery, Mood and Anxiety.

You may see Zoom in your specific substance use

disorder treatment brand or your Discovery MD treatment brand.

Or you may use another telehealth platform,

either more specific to your discipline, potentially

as a medical doctor or something else.

But primarily, we use Zoom.

Zoom is also like one of the best for

groups, and that's why we really rely on it.

Some of the other reasons we use Zoom

is they do have HD video and audio.

Compared to simple practice docsy.

A lot of the other platforms out

there, the video quality really is superior.

Zoom is much more reliable.

It's a pretty old company, and there is a

lot of support available to you through Zoom.

I'll show you how to access some of that

support where you can go to learn even more.

Enhanced security and Privacy,

enhanced medical integrations.

So Zoom is actually integrated with Keepu.

We often don't use the Zoom integration feature.

However, in the future, I would

like us to start doing that.

We're not going to start there, especially

with where our programs are launching right

now and expanding right now.

I want to wait until that feature is very robust.

So it's not multiple iterations of you guys trying to

use Zoom when you can already use it perfectly well,

the way we have it set up now.

But eventually you should be able to use Zoom

through Keepu through the calendar function in Kibu, and

all of the groups can be laid out in

that calendar function and the individual sessions.

And it can automatically generate and send

out individual links for each session.

So it's something that providers, in theory won't

have to worry about down the road.

I'm still working out the kinks with

all of that, but that's my hope.

So it does have the integration with our

EHR, we just don't always use it.

And then accessibility.

It has live transcription, so it can

literally have closed captioning in the sessions.

And I'm going to show you how to do that.

And it can also generate transcripts that can go

along with recordings like this or other things.

And then it is again totally HIPAA compliant

and has the security features required by HIPAA.

What I'm going to talk to you guys specifically about,

Zoom, is how to use it for your telehealth groups.

So we're going to go through our

Zoom resource packet, and almost all of

this information is accessible to you.

It either lives on SharePoint or I pulled it from the

Vanta telehealth policy, and then I just piece it all together

into one packet that you can have for this part.

Again, do it with me.

Go through and go through all of these Zoom

account settings if you have not already alongside me

so that you are good to go day one.

And so you're not leaving it on yourself

to just remember all of these teeny tiny

details, but instead just kind of implementing them.

So let's jump out of here

and go to our technology workflow.

I looked at this thing for

like probably an hour yesterday.

I can't believe I closed it.

Here's our Zoom packet.

So the first thing in your Zoom packet

is going to be that telehealth services policy.

Come on, we can do it.

Perfect that we just went over.

So we're going to breeze through that, and

then we're going to get into everything else.

So here is where we're going to start.

So first of all, let's just

talk about some basic terminology.

So we have meeting, and you're going to

set up scheduled meetings with participants for both

programming groups and your one to one sessions.

Zoom account.

So each facility is going to have

several Zoom accounts linked to Discovery emails.

So, for example, I had my Andrea Fiasa Center

for Discovery email back in the day, and that

was what my Zoom account was linked to.

And then users of these accounts will need to

be logged in to start any scheduled meetings.

That can be a little bit frustrating, especially if

for whatever reason, like you have multiple Zoom accounts.

Maybe you have one Zoom account

for another job and then this.

You need to make sure you are logged out

of the other Zoom account and into your CFD

or DMA or just Discovery behavioral help Zoom.

Otherwise, you're not going to be

able to start your meeting.

So always, like, navigate to Zoom.

If you have Zoom downloaded on your computer, open up

like the Zoom app, make sure you're logged in as

the correct version of you, because otherwise, when you go

to click that calendar, invite your email.

It's going to say waiting for host to start meeting.

And it can be very frustrating,

but that's what it's referring to.

Zoom account.

Each facility is going to have several Zoom accounts,

so you're going to have an account for group.

You may have multiple group accounts, hopefully

not because you're going to be using

breakout rooms, but for whatever reason.

And then you will also have your individual account.

So as we go through this, we're

going to go through, like, Zoom 101.

What's the basic overview of the Zoom platform Zoom account

settings like what needs to be set up for your

room, your Zoom room scheduling one to one, how to

do that, how to facilitate the one to one settings

with clients, for therapists or whoever's conducting that session.

The group meeting Templates How to set up

the group registration template for virtual program participants.

That's mostly going to be referring to what our

Million manager or clinical director is going to be

setting up, in some cases potentially the executive director.

It just depends on your role, but not

everybody will be doing that part is the

key factor there, but everybody will know how.

So if there ever is an issue, anybody hopefully

can jump in, scheduling group meetings, joining a group

meeting, and when you're going to be leading it,

how to join it as a facilitator.

Zoom instructions for clients and how to guide clients

through using Zoom Our sample welcome email for patients

who are just starting in virtual program.

You're just starting to use Zoom, and

then our sample one to one email.

So sending clients like this is you and I meeting.

We're going to have our session on

Thursday, and then for Million Management.

What you all need to know

I did not create this document.

It is a DBH document.

So if there's anything in here that you notice is

different for your division or for your program at this

point, don't hesitate to reach out and let me know.

And I can connect you with who kind of oversaw

the development of this and we can support you there.

All right, Zoom 101, let's do it.

So this document contains general information about

the Zoom platform, logging on, starting a

meeting, joining a meeting, and program features.

So go ahead, go to your Zoom account and sign in.

Once you have signed in, go ahead and press Play

on this video again, and then we'll keep moving through.

To sign in, you're going to use your discovery email

address and password you cannot use like sign in with

Google or sign in with Facebook because you do not

have a Gmail or Facebook associated with Discovery.

So just make sure you're signing in the regular way.

I know we had transitioned from using the Google

Suite to Microsoft Suite, and that at one point

had just impacted how I was walking in.

So that's why I specify that work.

You're just really used to logging in

with like SSO or something like that

single sign on stuff once it launches.

Well, this is just another way to sign in.

So if you have Zoom downloaded to your computer or

to your phone, obviously we don't want you to be

working on your phone unless it's absolutely necessary.

But you'll have your Zoom application and you'll go

here to sign in if you don't know where

the application is on your desktop or computer.

If you go to search like search your

entire computer and just type in Zoom.

It'll come right up and I would definitely recommend pinning

it to your desktop or pinning it to if you

for whatever reason are using a Mac like the bar

at the bottom of your screen, something like that, and

then enter your credentials again, you cannot use any of

the SSO you need to use, just like your regular

discovery email because it's a Microsoft account.

And then for logging on to Zoom

rooms, this can get a little frustrating,

especially with the Outlook calendar.

So oftentimes you're going to get

an email with that Zoom link. Easy peasy.

You can click on the link and it'll open it up.

Or you can just open your Zoom application like

your Zoom launcher, type in that meeting and if

it has a password, type in the password.

For groups, you definitely are going to have a

password, but for meetings between like you and a

colleague, you might not have set a password.

I actually find it easier to use the links, but a

lot of people find it easier to use the meeting ID.

And especially for clients who for whatever reason are

getting confused about Zoom rooms, you can just share

that meeting ID and they'll be able to get

into the group or into your individual session.

If you want to join a meeting through Zoom's website

using the meeting ID, you're going to go here.

So you're already logged in, and then at the top of

the page right across the Museum, you're going to click Join

a meeting, type in that meeting ID, meeting IDs and links

are all going to come through for that email.

The reason this can get a little

confusing is if you are doing your

operations call or different administrative meetings.

Zoom is having an issue right now where it is

not correctly populating in the Outlook calendar invites, so you

might need to look in that calendar, invites notes for

the Zoom link and ignore the Join button.

Sometimes the Join button takes you

where you want to go.

It takes you to Zoom if

that's where you're trying to go.

But other times it'll take you to teams

and your meeting might not be on teams.

So just make sure you know if it's a Zoom meeting

or if it's a Teams meeting, and then if it is

a Zoom meeting, try and use the link or the ID

in the invite instead of clicking on the Join button.

Microsoft Teams is something we're going to

talk a little bit more about later.

So right now we're going to focus on Zoom, but

Microsoft Teams does allow you to do video conferencing.

However, we do not use Microsoft Teams for any video

conferencing with patients because we do not have a Baa

in place and we don't have HIPAA compliance agreements with

teams, at least to meet with patients.

So Zoom is for patients.

If you're doing anything with teams,

it's going to be more administrative.

Alright.

So you can either join the room using

a link using that meeting ID, whatever.

Now you get into the room and you want to make sure

that you change your name so that it's correct on Zoom.

So especially if you have patients that used to have

a chosen name that's other than their birth name or

they don't want to use their dead name.

Like, whatever it is, you can show

them how to do this, too.

So the easiest thing is if you go to Participant, so

you're in the Zoom room, you're going to go to where

it says Participants, typically at the bottom of the screen and

you can hit that little arrow that's pointing down and it

will open up the list of participants.

Right now it's only me in the

room and I can see my name.

I don't know that you guys can see this.

I'm not sure if Zoom would record it or not.

I doubt it.

So just follow along with me here.

So I have a box open.

It's titled Participants.

I'm the only one in the Zoom room, so only see me.

I'm going to click more, which is a drop

down, and I can hit Rename and I can

make it say Andy, which is my nickname that

I usually go by A-N-D-I-E instead of Andrea Piazza.

I can also say Andy therapist Andy LMHC, or

what I would recommend is including your pronouns and

encouraging all of your patients to do the same

just to create a more inclusive environment.

Just knocked my Kitty cat down. Okay.

Sorry.

She's fine.

She's just a little clumsy.

So back to where we were.

Pronouns changing your name.

If for whatever reason, you are shadowing and you are

in a group, put your name, put your pronouns and

then put like, what are you doing in the group?

Like, why are you in there?

Especially if the patients aren't used to seeing you.

So, like, Andrea Piazza shadowing

Andrea Piazza just here.

I wouldn't put that I would put Andrea Piazza

shadowing Andrea Piazza training, just so they know why

you're there and it doesn't look suspicious.

Like, oh, there's this new human in the room.

I don't know who they are.

I don't know why they're here.

You can specify that using your name and Zoom

almost like you could a name tag, essentially.

All right, the joys of working from home.

And then let's go back to where we were.

That's how you change your name.

And then you can change the host of the room, too.

So if you are leading the group,

you want to be the host.

Every once in a while you'll get kicked

out of the Zoom room and it won't

close the Zoom room down, but it'll default.

The host potentially a patient, and you

want that to not be the case.

You want a group facilitator to

be the host at all times.

And sometimes you might want one group facilitator to be

the host over another or you're switching groups and like

your group's over and the next host is coming in.

So the way that you switch host is indicated here.

So you're going to click the three dots in

the corner of the video of the staff member

that you want to transfer the host status to

and then click make host and then they're good.

They have screen sharing, they get to run the group

all that and you can see our beautiful friends here.

I think that's Erica down there and

then we have Jackie and Casey.

Some other meeting features is you can record we don't

want to record any group sessions or patient sessions.

Most there are some very specific exceptions to that.

But you can record things like this, like the training.

So you can go and revisit the video.

Just be careful that you know where

the video is saving because sometimes they'll

save in funky spots, stuff like that.

The button that we have next is share and this

is where you're going to be able to share screen.

So this is what I'm doing right now

that's allowing you to view this document.

I wish I could show you a little

bit more of like the Zoom share features.

I'm going to talk to you a bit more

about them after a video by Jackie later.

But there's just a lot you can do there

that's going to let you share your screen.

You have your list of participants, you can

buy additional people to the meeting if necessary.

That pop up is not always going to be there.

And then you can stop your video.

So it's going to turn your camera off or you can

meet yourself which is going to turn your mic off.

If you are not speaking in a group, you want

your mic to be off almost all of the time

because if there's ambient noise, if you have somebody in

the other room who is banging and clanging, you don't

want that to disturb other patients.

You don't want it to disturb the

group facilitator and then leave meeting is

going to let you leave the meeting.

As long as you are not the

host, it will not end the meeting.

So you can just step out without disrupting anybody.

Another important thing to talk about is change view.

So you can change how you view the participants in

the group and it's going to look like this icon

here, which is like this nine tiled icon and you

can either see everybody's pile so it looks sort of

like a mosaic of everybody talking.

You can put it to speaker view.

What that's going to do is when somebody's talking, it's going

to put their camera on so you'll see them and you

won't be able to see the other group members.

As a group facilitator, I always

have it in Gallery view.

Typically I do have it so I can see myself.

If for whatever reason there's a lot of group members in

that group, I will hide self view so I can't see

myself, but that's going to make it so I can see

an additional tile or video on the screen.

For patients that are very sensitive to how they look

or are not in a place to watch themselves eat

or very distracted by how they look and they're constantly

like messing with their hair and stuff like that, I

would encourage them to hide self view.

They still need to be on camera, but then

they won't need to see themselves and you can

do that all with that change view.

We'll talk more about screen share

options a little bit later.

You can also do things like share to a whiteboard and

they can see you doing the whiteboard all of that.

There are multiple ways to do this whiteboard

technique and we're going to go through some

of them a little bit later.

You could still obviously use Google Chrome as

a browser just to reiterate that we're not

using Google Accounts or Google suites anymore.

For whatever reason, you're coming back after a

long time and you're used to using Google.

I just heard that a couple of times.

So when you are screen sharing you're going to have

an option like this and you can either share your

entire desktop which is going to show them everything.

You can share a specific window.

So if you just wanted to share like one tab

on your Google Chrome, you're going to click here, you

can share the whiteboard here and that's going to allow

you to write on the screen while they're with you.

If you are sharing a video, you're going to click

Optimize for Full Screen Video Clip or Share computer Sound.

Otherwise, if you're playing a YouTube video they might

not be able to hear the video or the

quality is going to be very bad.

However, when you do share computer

sound that may interrupt your mic.

So know that if you are sharing a video it

might be more difficult for them to hear you.

So just be mindful of that.

Another thing that you can do is advance screen Sharing so

you can't see it here, but it'll be at the top.

So you'll have like basic screen sharing

and then you'll have advanced screen sharing.

And I would love to show you this though.

I can't show you why I have screen sharing Ironically.

But if you go to advanced screen sharing you do

have the option to only share computer sound without sharing

like visually your screen some reasons you might want to

share only computer sound is to share music.

And yes, you can definitely play music in like

Expressive Arts or a group that that pertains to.

But another way that I use the share

audio only function is for EMDR, so I'll

use Bilateral Binaural Stimulation or Beats.

I'll have the patient use headphones, and then they

can do their EMDR on Zoom with me, with

me controlling it via the audio share function.

That's one of the really cool

things Zoom does, in my opinion.

I don't know any other platforms

that have that right now. Sure, they're there.

I just don't know them.

Let's go over Zoom one on one for clients and families.

So in an effort to provide the best

care for our clients and it's Kobi 19,

the program you or your loved one attends

will be utilizing a HIPAA compliant virtual platform

called Zoom for group programming, therapeutic processes.

And you're going to walk them through all of this.

Like, what is Zoom?

Why do we use Zoom? Talk to them.

Again, consent for telehealth is going

to include Privacy and security.

Why do we use them?

Why do we use a specific version of Zoom?

And then how are they going to use it?

So you're going to be logging into the same Zoom room

for daily groups as assigned for either the adult, adolescent or

pass to piece be D programming, depending on your facility, logging

into the group Zoom rooms and group meals to log on

for the first group of the day, your program is going

to have a nine to ten digit number.

And this is like the meeting ID, and they're going

to type that in and be able to join.

And they'll be there most of the day, at least for

right now, until potentially I change how we're using Zoom.

But that's not a thing at the moment.

So they're going to be in that Zoom room, and

the only time they're going to leave that Zoom room

is if they're going to an individual session or if

they're going on break or something like that.

Within the Zoom room, we will have breakout rooms, which

means they get to stay in the same Zoom room.

But then that Zoom room will be divided essentially into

little pieces, and that can send them where they need

to go as far as joining a Zoom meeting for

an individual session with your therapist or you're registered dietitian,

you're going to use the link that the therapist and

the dietitian is sending you or the meeting ID.

Again, the link is fine.

The meeting ID is better.

I think the link is easier.

It's just going to be up

to what your personal preferences?

Honestly, I would not direct them to use like

the one tap mobile or calling in by phone

as much as they can help it.

That's kind of a last resort.

But you can Zoom in like via your phone number

if you absolutely need to, and then it talks to

them about how to change your name on Zoom.

So again, you can change it to your preferred name.

You can add pronouns.

I highly recommend doing that.

You can add your title or your function in

that Zoom space, and then it goes over the

same thing with them about those platform features.

Next, let's talk about Zoom account settings.

If you have not done so already, please navigate

to your own Zoom and follow along with me.

I'm going to read this one a little bit

more verbatim just so I don't miss anything.

To ensure your clients have a safe experience with virtual

programming, there are several steps you will need to set

up the proper settings in your Zoom account.

These settings should also be set up in

the Zoom accounts used to host groups in

the following settings will be reviewed.

Host Controls Recording and screen Sharing permission Maintaining

Privacy for call and participants in order to

access all these features, you will first need

to log into your Zoom account.

The Zoom 101 tips for how to do this.

If you're confused and then once logged on

into your Zoom account, go to Settings, which

is on the left Sidebar in Meeting Settings.

So after entering Settings, click on

Meetings, which is an Orange Oval.

It's just in the Orange Oval.

I was like it doesn't have much Orange.

So this is going to bring you to

the Meeting settings where you're going to be

able to find the following features to enable.

When a feature is enabled, the switch will appear blue.

If disabled, the switch will appear Gray for chat

Settings Under Chat Settings, you'll see a variety of

permissions to allow participants to chat with each other.

Disable the permissions that allow for one to

one chats between clients to eliminate side conversations

button should appear Gray as shown below.

As the host, you will still be able to

send individual messages redirections to clients using the Chat

feature, but they just can't talk to each other

without you seeing what's going on.

We definitely do not want auto saving chats on.

Hipaa Violation Next, you're going to

go to Screen Share Settings.

Settings will be enabled to allow the host to

share contents on their screen Settings will allow for

participants to use controls when the host is screen

sharing or using the whiteboard for group participation.

By enabling the remote control access, participants can

be given remote control ability by the host

for an interactive experience for screen sharing.

You do want that turned on, you want host only

on, you do want annotation on, you do want whiteboard

on and you don't want remote control on.

There may be special occasions you do want to save what

you guys have put on the whiteboard, but in majority.

Again, it can be a HIPAA concern.

So just make sure overall this is

not clicked and turn virtual background off.

Patients I have seen them go a little bit

bananas with the virtual backgrounds and it can be

super duper distracting to see them constantly changing them.

So by turning that feature off, we

just eliminate that as a home.

Next, you're going to go to your

recording Settings to ensure client Privacy is

maintained, their record settings will be disabled.

To access their recording settings at the top of

the Settings page, you will Select Recordings, which is

again in that Orange circle, and disable all functions.

In this setting, all buttons should appear Gray

if disabled and moving right along, we're going

to go to Telephone settings next.

In the event audio features are not working

with a client's computer, they may need to

use their phone to hear the group.

Clients should always be on video during programming and only

use the phone function for audio as a backup.

For a malfunction with the computer, Select Telephone, which is

going to be in the Orange circle at the top.

Ensure that all options are enabled, including mask

phone numbers, so that the participants phone number

are not displayed during the virtual program.

So this is what your

telephone settings should look like.

Please go make sure all of that's

done if you have not yet.

Now we're going to talk about scheduling individual and

family sessions and Zoom and how to do that.

So to create invitations for individual and family

sessions, you'll need to schedule a Zoom meeting

in your Zoom account provided for individual sessions.

You can schedule meetings through either the

Zoom website or from the Zoom application

that you can download to your computer.

This document will take you through both ways that you can

set up one to one Zoom sessions with your clients.

So first of all, you're going to sign in.

We're pros at that.

By now we could totally sign in and

then we're going to go to schedule meetings.

So you'll see that button up here?

It's right next to join meeting, input all

of the necessary information, including date and time

of new call duration, et cetera.

It is recommended to put the client's initials as

well as indicated is a one to one or

family session and the data is for the topic.

For example, if the clients name is

Casey Grossman, who's obviously a dietitian, you're

going to use the initials Kg.

It's a one to one session and then

the date 327 20 or whatever it is.

Be sure to generate meeting ID, which

is right here automatically is enabled, and

Select Waiting Room, which is down here.

What that means is you'll be able to log on

for your patience and then decide when you let them

into the Zoom room, and in the meantime they will

be in a waiting room and this can be a

way to provide additional screening for who's coming into that

room and just give you a second to prepare.

Once on the meeting screen, you'll be able to receive

the unique meeting ID and link to share with the

client and family that the session is for.

So you'll go to meetings and you'll

be able to get the invitation.

You'll hit Copy Invitation and then you may want to

set a password and the password could be very simple.

It could be Recovery 2022, or it

could just be a code of numbers.

And this is an additional security measure to make sure that

the right person is ending up in the right room.

Copy that invitation and then you can paste it into

an email to be sent to the client or to

the family so that they have the invitation for their

individual session and then document in keeping right after sending

the meeting invitation and the session time for the client.

And just that collaboration of care note.

And it does not need to be long, it

just needs to have all of the above information

and essentially that you sent out that invite.

This is how to do it

from the Zoom Launcher application.

So you sign in as you do schedule.

It's going to look like a little

calendar icon and follow steps four to

seven from the previous version of this.

And then for logging into Zoom meetings, you'll

receive an invitation similar to this that contains

the information you need to log on.

Join the Zoom meeting with the meeting ID

or the link you're good to go.

All right, so now we're going to

talk about scheduling group meetings in Zoom.

So programming will be facilitated by

scheduling a meeting in Zoom.

Groups will take place in the

meeting scheduled for that day.

Your program will designate Zoom accounts through which

to schedule and facilitate group meetings on.

Please be sure to schedule the

group meetings for the designated account.

This document will provide step by

step instructions for scheduled meetings to

facilitate groups for each program.

Track adult or Adolescent So on the Zoom website,

you're going to set up a meeting template.

So prior to scheduling the meeting for each

day groups, please see the group meeting template

to create a group template that can be

applied when scheduling a group meeting.

Let's see if I have that before we keep tracking here.

So with this, if there's anything additional that needs to

be added, I will add it to the training.

So just keep an eye out.

If you hit any roadblocks or if we

hit any roadblocks, I will add that document.

So after creating the template, you're going to be able

to sign in using your discovery, email and password.

Resume Account Laudeda Once logged into your account, go

to schedule a meeting, title the meeting with the

date and the program track that it's for.

So if it's for March 2, 2022 for an eating disorder

adult group, go ahead and add that in and then enter

into the description if you would like and select template.

So I'm going to add the document that allows you to do

that because I don't think that that's in here, but I'll find

it for you guys, and then you guys can go through that

document and get all of that set up as well.

You'll enter all of the information that you need.

Use the template, schedule the correct time and duration of

the meeting and this is going to be program hours.

So this is not going to be the one meeting.

This will be the main room that they use

for all of the meetings throughout the entire day.

So if you're in a PHP program, you'll want

this to run from 1145 to 06:15 p.m.

Unless you are running on different hours.

That can happen for a variety of reasons.

Or if you're running an IoT program, set it to

those IOP hours with like a little bit of leeway

about 15 minutes on each end of that.

Don't change the template

settings from registration down.

Don't adjust anything.

Click Save.

Once the meeting is saved, you'll

be able to copy the invitation.

You will copy and paste the invitation information

into emails to send to each client who

is scheduled to attend the day of groups

that the meeting invitation is for.

You will also need to send the invitation

to your team's group email address so that

all group facilitators can register to get the

information to log into the meeting as well.

Clients and staff are then going to receive

an email asking them to register for the

meeting for the next day's groups.

They should be instructed to check their

emails for this invitation and follow the

link embedded in order to register.

Client Group registration process

document for guiding clients.

Once clients and staff had registered for this

group, the owner of the Zoom account will

be responsible for approving their registration each day.

So every single day there's going to be a

new group room in the system to minimize the

risk of that link being co opted by somebody

that wants to use it or to break security.

And it has happened where Brandon people have jumped into

Zoom rooms because maybe that Zoom link was not refreshed

as often it needed to be or they're just really

good at their job and they hacked into it.

They got into that Zoom room.

You need to get everybody out of that Zoom room.

You need to set up a new link

immediately and then go back into Zoom.

But hopefully the more often you are changing these Zoom links

aka every day that will be a very minimal risk.

This is what the registration settings should

look like and then at 11:35 a.m.

So this is for PHP program

prior to the start of programming.

Each day the owner of the group Zoom account.

In most cases it's going to be our mail manager.

I have seen executive directors do this.

If you're not one of the launch programs

and you're going to schedule the meeting by

logging in to your Zoom account.

Starting the meeting for the respective track, you'll

click on Meetings on the left side of

the bar of screen shown below.

Once on the meeting screen, you're going

to press start to that day's meeting.

Once the meeting has begun, you'll then allow

participants to enter from the waiting room.

The participants icon will blink Orange and have

the number next to it so you can

see how many participants are in the room.

You'll click Admit next to each person's name

to allow them to enter the group room.

This will include staff members who are

assigned to facilitate the group too, and

it'll look something like this.

After all of your participants have been allowed

in from the waiting room, you will verify

the identities of participants and read the script.

The script is included in this packet as well.

You will then have to make the facilitator of

the first group the host of the meeting so

they're able to maintain controls of the Zoom meeting.

Do this by hovering your mouse over the facilitators

photo, clicking on the little three dot icon there.

Make them host.

We already went over that.

I'm not going to spend too much more

time there for how to lead a group.

You'll be able to log in through that

link that sent to your email every day.

And if you guys need to go over that a

little bit more in depth, again, you can do it.

Here's some reminders for facilitators.

It's challenging to use body

language during virtual sessions.

Be extra, extra mindful of your facial expressions where you're

looking, and if you're looking off camera for any reason,

addresses like my Kitty cat got up here, I let

you know, like, I'm putting the cat on the floor.

Make sure you do that while you're

in groups so the patients just feel

comfortable and understand what's happening.

It may be awkward at first when you're talking

on camera, especially if you're not seeing, like, a

lot of reactions from the client spaces.

You do get a little bit more used to it over time.

Trust the process.

You'll become more confident and more comfortable.

A useful tool for virtual groups is the ability to

use PowerPoint presentations or Sway presentations, and we're going to

take a look at those and then whenever you have

time to check in with your patients.

Hey Czq, do you have any questions?

What did you think about this slide?

Like, this example made me think of you because

it's so funny and you're so funny, lady.

Just make sure they feel as connected as is reasonable.

Next, let's talk about breakout rooms.

So there are like Zoom guides, and I'm

going to show you how to access those.

They're super helpful, but let's go over what we

have for you as far as breakout rooms.

They allow you to split your

Zoom meetings into separate sessions.

So maybe adult and adolescent or if you need

to break them down further, you can obviously do

that, but you still only need to use that

one meeting ID or that one Zoom user account.

The meeting host can choose to split the participants

of the meeting into these separate groups automatically.

So selecting, like all adults, go here.

Auto lessons go here that's manually, excuse me,

or automatically and it will do it randomly.

More likely than not, you're going to be using

the manual function, but there could be a special

case for the automatic function is more appropriate.

And then this document is going to walk

us through managing the account settings for breakout

Rooms creating group registration templates, Scheduling daily group

sessions, approved registers, creating breakout rooms and then

how to assign a client between breakout rooms.

So as far as managing account settings, you want to

go to your settings and then go to Advanced features

and then enable all of these settings below.

So audio type well, you're going to go

to audio type to tell and comp allow

clients to use both forms of audio.

Mute participants upon entry, and then all clients

are going to be muted as they join.

Enable Screen Sharing who can share host only.

This way only the main user can screen share.

Sometimes it can be helpful to change that feature.

For example, if you want them to show you art,

just make sure you know how to go in and

change those screen sharing settings and then change them back.

Annotation Allow clients to annotate information

while Host is sharing their screen.

That can be super helpful just from an engagement lens.

Whiteboard makes sure whiteboard is enabled

so all clients can share the

whiteboard allow removed participants to rejoin.

If a client gets removed either by accident

or on purpose, they can rejoin the meeting.

Make sure you enable breakout Rooms this

is what we're talking about here.

So if you don't enable breakout rooms, it's going

to be really tough to run program and this

will allow Zoom users to create additional Zoom rooms.

Enable waiting Room we already talked

about that one for rating room.

Choose which participants to place in the waiting

room and that's going to be all participants.

And then make sure you enable telephone settings.

We talked about that too.

And you go into mask phone number.

In this way, clients phone numbers will

not be displayed for others to see.

All right, let's talk about

creating this group registration template. Okay.

It is in here.

I was so sure it was and then I panicked.

But you guys already have it. Awesome.

So for creating this, you're going to go

in and create a registration template to be

used daily when scheduling the group session meeting.

So using a new meeting ID every day when

scheduling the following day group sessions meetings, clients must

go through the registration process and be accepted daily

in order to join session meetings.

And again, this is a security and Privacy thing.

It is very important.

Follow all the steps within this guide

and it's the group meeting registration templates.

So schedule daily group sessions,

meetings and breakout rooms.

You're going to schedule a meeting to send

all clients and staff the meeting invite.

You are going to go here.

We kind of already went through this, and then you

can click the link above to go to the template.

And then let's talk about creating

a breakout room for each track.

So you're going to have three

options for creating breakout rooms.

You can either create them when

scheduling your daily group session meeting.

Under the Meeting options, Select

Breakout Rooms or Pre Assign.

Or you can select the plus icon

beside rooms to add breakout rooms.

So we're going to check breakout rooms pre assign.

Then we're going to hit Create Rooms, select the plus

icon to create, and then name these breakout rooms.

It will be Adolescent and

Adult Breakout Room assignment.

This allows us to assign participants to break

out rooms by adding their email and we

can assign up to we can create up

to 50 breakout rooms for about 200 participants.

You're going to Hover over the default name until

you can select the pencil to edit the name.

Once the meeting has been scheduled, you can go back

into Edit the Meeting, go into your scheduled meetings and

click on the group topic you created for here.

The option is granted.

Check in, scroll to the bottom, Select Edit Meeting.

Under Meeting Options, Select Breakout Rooms, pre

Assign and click the plus symbol.

Select the plus symbol again to create the

number of breakout rooms you would like.

So, for example, if you want two, one for adolescents,

for adults, or if you want to adolescent Rooms and

two adults, whatever you need for your program.

Once you have selected the amount of breakout rooms, however,

Hover over the default name and type in what you

would like for the room to be called.

Save create breakout rooms once you have

started daily group sessions, meaning this can

be before or after clients have joined.

So you'll go to Breakout Rooms, which is going to

be a little icon in your Zoom tools down here.

Select the number of rooms you want to create,

select if you would like the patients you would

like to assign manually, and then create rooms.

So you can either premake these rooms or

you can make them in the group.

And then how to assign and

move clients between breakout rooms.

So to do this, you're going to hit assign.

So you'll see like a breakout room pop up

and in the top it will have that bar

that says Breakout room One or it'll say like

Adolescent room one, whatever you've gone in and named

it, and then you can assign patients from there.

Once you click Assign, it's going to open

a list of patients and you can select

who you want to go in which room.

Some additional reminders.

If a client or staff member is

not automatically prompted to enter breakout Room,

guide them to look on their tools.

So at the bottom for breakout rooms and to

select that this should provide the prompt for them.

Again, the host must be in the main session to

approve people out of the waiting room and into the

main session to be assigned to a breakout room.

The host may assign cohosts to staff members in

the main session before sending them to breakout rooms.

This way, staff can mute participants, so you always want a

co host to be in one of the breakout rooms.

For additional resources here you can

go to Zoom breakout rooms.

All right, this is what we're going to

go over with patients just in the sake

of time, and it is a little repetitive.

I'm not going to go through that with us,

but you do have it to provide to patients.

Here's an example email.

Obviously, you need to go in

and customize this for your program.

With your program times, you may be

in a program that is permanently virtual.

You're not reacting to code 19, so

you're going to take that out.

You have this template here for you to use.

We already went over how to schedule individual and

family sessions, but here it is again, just like

slightly different details, just a little bit more information.

It's not counter to anything we've already gone over.

This is what our million managers need to know.

So let's talk about this.

While using virtual programming, there's an added layer of

challenge in managing the mail you there are several

features of the platform that can be really useful

tools to ensuring that the group is safe clinically

for Patients this document will outline scenarios in which

some of the functions may need to be used

and how to use them.

So for new attendees, just with the

in person programming, there may be clients

leaving and joining groups to attend individual

sessions doctors appointments, what have you.

The confidentiality script will need to be reviewed

when new patients arrive for the first group,

so preferably before lunch or before whatever that

first group of the day is for them.

With virtual programming, be mindful that clients leave

the group to attend an individual session will

be placed back in the waiting room when

they're ready to rejoin the group.

The group facilitator should have open and be able

to monitor the group participants window for clients or

staff that need to join the virtual group.

Disruptive Behavior while in the Mail You if

a client is being disruptive in the mail,

use on screen with the other patients.

There are several steps that the host

facilitator can take to redirect, contain, and

support the client disrupting the group.

Follow the steps here so you can use

the private chat function to contact them.

Say, hey, what you're doing is not okay.

Is there anything going on

and communicate with them there?

You can mute that client's audio if

they're being disruptive by saying inappropriate things.

You can also place that client into a

waiting room, or you can pull them into

a breakout room and connect with them there.

As far as breach of confidentiality roles, if

a client in any way breaches confidentiality.

If the group violates the agreements regarding

HIPAA compliance, they will immediately be removed

from the Zoom room for the day.

When removing an individual from a group, they will not

be able to return for the remainder of the day.

Examples of this might be screenshotting or recording their

group taking out their cell phone to do something

inappropriate in their group, or something that they're not

supposed to be doing as a part of the

group engagement, disclosing personal information of clients, allowing other

members of their household into the room or on

screen, or turning off the video function without informing

as to why they're doing that repetitively.

And you can absolutely meet clients.

You can absolutely get clients out of the room

if it is putting the confidentiality and security of

the other patients in that room at risk.

And again, you can pull them into breakout

rooms and do a variety of things.

That's one of the nice things about virtual.

Here's the Set Up for Group Sessions template.

Again, I'm not going to go through that

again just because you already have it.

The important thing here would be about

manually approving group members, making sure that

the notification for sending emails to the

host when somebody registers is on.

But you do have this here in your packet.

Oh, maybe we will go through this.

Sorry, I was trying to speed through it for you,

but I don't want to miss anything that's too important.

Let's go back to this.

You're logging in, you're clicking on Meetings, you're

going to scheduling a meeting, you're going to

enter the topic for the meeting, Select Required

for Registration, and then Select Enable Join Host

Before Join Before Host.

Excuse me?

Which means that they can get on and be in

the waiting room before the host is logged on.

But the meeting won't start until

the host is ready to go.

Make sure that the information looks like this, and

then moving to step seven, make sure you click

Enable Waiting Room, Select Save on the Next page,

scroll to the bottom and Select Edit Next Registration

Options, just right here in the yellow.

Under Registration Options, select these so under

Approval, you're going to hit Manually Approved.

Under Notification, you're going to hit Send an

email to the host when someone registers, and

then under other Options, you're going to click

Close Registration after Event Date, and then Deselect

Show Social Share buttons on the registration page.

Very important.

Just a reminder, not every staff member

in virtual is setting up these groups.

This is typically going to be the Mail you manager.

Sometimes it will also be the clinical

director or the executive director, but for

the most part, therapists dietitians.

You're not setting up these groups.

Still very valuable information I want everybody

to know, but this might not fall

under your particular job description.

Keeping Going under Custom Question, Select New Questions, and

then Select Single Answer make sure required is checked

so that they can only submit one answer.

You will need to copy the participant information questions

into the field so these are the questions and

then enter the two options for answers.

You will only have to do this once as

this is the template for all future group meetings.

After each question and answer input, Select

Create, then select new questions and continue

until all five questions are completed.

The answers for all questions will

be I agree or I disagree.

Here are the questions you're going to copy and paste.

I understand that the group leader is required to

verify my identity verbally, even though they know who

I am and I agree to identify myself.

I acknowledge that with any group therapy and

session environment I will receive confidential information about

the other participants and such other participants will

receive confidential information about me.

I understand that even though the hosting platform for

these sessions is HIPAA compliant, there are potential Privacy

issues with telemedicine and I must also do my

part in respecting the Privacy of others.

I understand that I should only attend sessions

through this platform from a secure and private

location, should utilize headphones to the extent possible,

and should not use any device to record

or otherwise capture the session.

If I am not able to attend the session from

a private location and or to utilize headphones, I understand

the group leader may ask me to leave the session.

I also understand that the center for Discovery cannot

guarantee these guidelines will be adhered to by all

group therapy participants and is not responsible for the

actions of other group therapy participants.

Select Save All, Select Save as meeting template and then give

meeting template a name and it can just be meeting template

or it can be what makes sense for you.

Here is your programming script.

We are going to go through it.

Please ensure the following script is stated at

the beginning of every program session or as

new members join, even if they're joining for

IoT for the last part of the day.

You need to go over this if they're new.

As we get settled in and before we check in, I

want to remind you of a few things to ensure our

virtual space is safe, as if we were in person together.

As with any group session, you

will receive confidential information about other

participants and such other participants will

receive confidential information about you.

The expectation is that you will not reveal

the identity of anyone participating in this group

session or any information you have learned about

anyone else participating in the session.

This also means that you must stay in a

private location where no one can hear the contents

of the group or you must have headphones on.

You must position yourself so no one

else can see your computer screen.

You may not record or take

any screenshots through the group.

You must keep your camera on, so we are able

to confirm that you are in a private space.

Your meal times and breaks will be at whatever times the

meal times and breaks are for your program and it is

best if we use those breaks so we are all staying

present together during the rest of the programming.

For Ed programs only, you will be able to turn

off your camera during meal prep, but then must resume

during meals and snacks for our group support.

Remember, preparing meals before programming can

be easier for some people.

While neither I nor if there's another provider

in the room say their name can guarantee

that all participants will follow these requirements.

If I observe actions or circumstances of a specific participant

that place the Privacy of other participants in the group

session at risk, I may ask the participant to end

his or her participation in the session.

Additionally, neither I nor other provider name

will be responsible for the actions of

the other group therapy participants.

Does anybody have any questions?

And then you can take roll call and

have everybody provide their first and last name. Ok.

And that's the identifying features that we

went over that are crucial to Zoom.

And then their name on there, like

Zoom tile is the other Identifier.

And this is what you can

provide for patients and families. Go over with them.

It's pretty redundant from what we've talked about.

The only high point here, I

would say, is the Zoom troubleshooting.

I would provide them with that link.

And then here is our disaster and distress resources.

And you guys have received a couple of different

versions of these, but here they are again.

Okay, we made it stretch break.

We made it through our Zoom packet and

back to our presentation from being the shortest

presentation to the absolute longest presentation very quickly.

All right.

Next we get to watch the adorable Jackie

share just a couple of tips with us.

I'll go over a couple more tips with you after that,

and then we'll be all done with Zoom for this training.

So let's watch Jackie.

I'm actually going to turn my computer or my screen

off, but you guys can enjoy the beautiful Jackie.

And then we'll keep on moving.

Hi, everyone.

My name is Jackie sequen.

I'm the supervisor of Outpatient Nutrition

and Wellness, the center for Discovery.

Today, I'm going to take you through how to

get your Zoom account set up to ensure that

our clients have a safe experience with virtual programming

by taking some of the settings and making sure

that they're set to the proper activation features.

So first off, you're going to need to go in and

log in to your Zoom account that is set up with

the Discovery email that has been provided to you.

Share my screen really fast.

So once you log into your account, you're going

to land on a page similar to this one.

We're going to go over here and just for

today, we're going to be looking at the settings.

Now once we get the settings in place, this

will be your new default for this account.

Each account that your program is using to

either hold individual sessions or for group activities

are going to need the same settings.

So all of these settings that we're going to

talk about are just a one time thing.

But again it will need to be completed

for each account that is associated with something

that is going to be used for either

individual sessions or those group sessions.

So first thing here I'm just going to go through the

settings that are Gray or the bubbles here that are Gray.

Those are deactivated.

Once we activate them, they'll turn blue.

So this again will stay.

Once we get these settings in place, you

won't have to come back in here.

We do want to make sure that participant meeting

videos are going to start with video on.

They can change the setting during the meeting, but

we do want to make the clients aware that

to maintain confidentiality that their videos will need to

remain on for the duration of their groups and

they would only turn off their videos during designated

breaks as instructed by the Facilitator.

We do want to leave the audio

type as telephone and computer audio options.

However, we do need to make sure

that clients aren't just calling in, that

they're calling in and remaining on video.

The telephone is a good option in case the

computer audio for one reason or another is not

effective or not working for that client, so they

have that option to call in.

We do want to ensure that this button

here that use personal meeting ID when scheduling

a meeting is deactivated as it is now.

We want each time that there is a

meeting created or a session created that has

a brand new meeting ID associated with it.

We don't want to be using a standardized room

because then any individual that has access to that

code will be able to enter at any time.

We want to make sure that our clients

are protected and each session has a brand

new room number associated with it.

Keep scrolling down here.

We do want to the chat features are going to be next.

We do want to make sure that these are disabled as

they are here, so they should all be grayed out.

It should not allow clients to have the chat features.

This just means that clients are not able

to use the instant messenger feature that is

associated with Zoom to communicate with each other

during programming, which can be incredibly disruptive.

And of course we don't want to make sure.

We want to make sure that our clients

aren't saying anything that could be harmful or

otherwise take away from programming in any way.

With these settings, the Facilitator or the

host of the meeting will still be

able to send messages to individual participants.

But again, as facilitators, we do also want to make sure

that that's not destructive either, and it can be a big

distraction from the group or from what's going on.

We do want to make sure that anything that would

save or record information is turned off, so the auto

saving of chats, those types of things are turned off.

We continue to scroll down here.

There are plenty of settings now with screen sharing.

This is enabled so that the host can

use things like PowerPoint presentations or videos during

groups to be able to share any information.

However, we do want to make sure that

only the host is capable of sharing.

We don't want participants to be able to share a screen

when we scroll down here, we want to make sure that

we can share the whiteboard features so that's something that we

can enable that our clients can participate in.

We also want to make sure that the

host is determining when that is brought up.

So we want to allow

participants to use annotation tools.

But again, that's only going to be when the facilitator

of the group is bringing up a shared screen.

We also will enable remote control.

However, that is only when the host grants

permission for someone to remote control the screen.

So all of these things are going

to be held by the host.

Just real quick before we continue that

non verbal feedback icon that allows clients

to send like essentially emojis in group.

It can be very distracting depending on

the group, but sometimes that nonverbal feedback

function can be very helpful.

So I just want to kind of draw attention

to that and that might be something you want

to turn on for patients that have difficulty expressing

themselves or for a particular activity that it could

be useful to use those emojis.

But in general I would recommend leaving

it off, especially adolescent clients, if you

can get a little fixated on it.

But just to draw attention to that, let's keep going.

We're going to disable the breakout room so we won't

be using the breakout rooms in this setting and we

are also going to disable the virtual background.

So this just means that clients and facilitators won't

be able to change the background that appears.

We do want to make sure that we're seeing

the background that is actually in the room and

not in animation or anything like that.

We will disable that.

We want to enable the waiting room feature.

This means that when clients will get their invitation to join

a meeting that they will be able to log into the

meeting, but will first land in the waiting room.

The waiting room will then anyone who's in the

waiting room will need to be invited into the

room by the facilitator of the group.

So this just ensures that there's another layer here

in case anybody does have the access to get

into the room that shouldn't have the access, or

anyone who just accidentally wasn't in the wrong room

number doesn't end up in the wrong meeting.

So we do want to make sure that we

are letting in only those individuals who are participating

in groups for that day to allow in.

So the waiting room is a nice gap for that.

All of these others are just email notifications, so

you don't really need to have an email.

When a cloud recording is available, it is helpful

to have one attendees join meeting before host.

Just so you know, if anyone's in

the meeting room when a meeting is

canceled, you'll get an email notification.

So these are things that you can kind

of select for yourself just based on how

many email notifications you would prefer to have.

And then the rest of these are

things that we don't need to adjust.

So I'm going to take you into the

next section, which is the recording feature.

So all of the recording features we do want to have

turned off, there should not be any recording that is taking

place of any of our groups or individual sessions.

So we do want to make sure that

all those features are turned off to ensure

that the Privacy of the client is maintained.

So all of those should be Gray.

And the last feature here is the telephone.

So we'll allow for the international numbers on the invitation

email just in case somebody does have an international phone

that they want to be using to call in.

Again, all clients should be attending via video screen, but in

case they need to use their phone or one of the

staff members need to use their phone to call in.

We do want to have this as an option

and then we also want to make sure that

we are masking phone numbers in the participant list.

We want to ensure that the Privacy and the

safety of not only our clients but also our

staff members who may be calling in is protected.

So when we have this enabled or as the blue

button here, the example has the phone number start out

with some of those numbers so they would be able

to see the area code and the last couple of

numbers of the phone, but not anything in the middle.

So clients wouldn't be able to pick up each other's phone

numbers or know the phone number of a staff number.

And that's going to be it for your settings.

So I thank you very much for

watching and have a great day.

Sweet, Jackie.

Thank you for helping me with this.

She didn't even know.

All right, let's go to our next slide. Come on.

Hi, everyone.

Okay, we did it.

And then just a couple more Zoom tips and

then we will close the book on Zoom for

today and we will have made it through everything.

I already talked a little bit about sharing sounds

to make sure that if you are showing a

video that you have clicked, optimized for a video

clip or whatever it is that you're trying to

do on that screen sharing settings.

And then if you're only trying to share sound, go

to Advanced Screen Sharing settings and hit audio only.

The other thing I will say about

screen sharing is as much as possible.

Do not share your full screen

unless it is an absolute necessity.

Share that individual window that you

are wanting them to see.

You don't need them to see your messy desktop.

You don't need them to see the background

of like you with your cute dog. None of that.

That is all your personal information.

Only screen share the window you

want them to be viewing.

The other thing there is I highly recommend you

are doing concurrent documentation or some or the majority

of your documentation in groups or sessions for your

own time management purposes, and you don't want them

to be able to see Ki Poo or the

EHR EMR that you are using to document.

So make sure you're not sharing your whole screen.

If you are documenting in a session, make sure

that you are just sharing the window they are

supposed to see and that they can't see KPU.

There's also Zoom support.

I'm going to show you an example of Zoom support here.

Hopefully it'll open for us and

this is how to enable captions.

So like right now you can see my whole screen.

They don't need to see your whole screen.

I'm doing it for like a very specific purpose

so you can enable closed captions for Zoom.

So it essentially will do what PowerPoint is doing

for me here, and it's obviously just more accessible.

It can also be distracting though, so

just decide for yourself if that is

something that's appropriate for your group.

If there's a group member that would really benefit

from the captions, go ahead and turn them on.

What you do not want it to do is

to generate a transcript of the meeting closed captions.

You don't want any of that written down, so

just make sure that you pay very close attention

if you do toggle with those settings the closed

captions are on, but it does not generate a

transcript and you do not save the captions.

However, this is just an example.

I really just wanted to show you Zoom support

and literally you can type in anything here if

you're having an issue and it can support you

in trying to navigate some difficulties.

Okay, that's Zoom.

We made it through. Oh, my gosh.

So much longer than this training was supposed to be.

You guys have no lack of information, and I

feel very confident you got everything you needed to

get in some things, potentially multiple times.

All right, so let's go ahead and take

a look at our Microsoft suite now.

All right, I'm going to stop screen sharing

for a second and just navigate there.

So we used to use Google.

Now we use the Microsoft Suite.

So similar to how to the Google Suite, where they have

just tons of tools that you can go and utilize.

Microsoft has the same thing.

And the reason I want to show it to you guys

is there's a lot of tools buried in our Microsoft Suite

that I don't think many people utilize or even know about.

And I just want to give

you guys some visibility into those.

All right, so here's where you can see where they are.

Some on the GBH.

But if you go up here, you can see all of the

apps and you guys can use any and all of these apps.

You don't need to use any of the

ones with the exceptions of the ones I'm

going to tell you about in this training.

But you can.

And that's just a cool thing.

So obviously you have Excel, you

have your Outlook calendar function.

You have one drive where you can

keep documents and just different files organized.

We also have stuff that you're probably not

as familiar with, like this to open here.

It looks like.

And this is a mobile messaging app.

We're not going to use this.

We're going to use teams.

But I just think it's so funny how many

things are kind of hidden and at our disposal

that maybe we're not as aware of.

I'm going to give you a peek at a couple of other

things that are going to be potentially more useful to you.

All right.

So planner.

So you can go here and you can essentially

make yourself like an entire project management plan.

Maybe you're trying to build out like some special

spirit week for your patience or what have you.

Or here's a different Department and you're taking

this just cause and you do have, you

know, just like more project management stuff.

You can go in here and make all sorts

of stuff and you can make a work group.

It's really fantastic.

I do use the checklist.

Sometimes I use lists.

So I'll write like everything I need

to do that pertains to certain things.

And I'll assign like deadlines to it just kind

of how you can do with like if you

have an iPhone, the reminders app on your phone,

you might use Power Bi in your specific Department.

Obviously, you guys are

probably familiar with PowerPoint.

I do want to show you guys stream.

Stream isn't something I see

us using very often anymore.

But I know there was a point.

We were using it quite often.

And there's some really cool resources kind of buried

in here and that you will see show up

in their curriculum just because I think they're great.

So if you go up here to discover, you can

see all of the videos that they have streamed.

And a lot of them are like really fantastic speakers.

We've had.

And they all live here.

So daring to be a bad fatty.

Like, totally amazing body image group.

Jewish women in food.

We have a little bit of a cultural group here.

We have a message from Lindsay Lohan because. Why not?

But just a lot of stuff that lives in these

Microsoft apps that we might not be aware of.

Maybe you guys all are.

It's just me that was so excited about it, but I

was just totally jazzed when I located all of this stuff.

So parenting with body trust.

Fantastic stuff there.

We're not going to watch it right now or anything.

Let's keep looking through.

There's so many of these that are here.

Thank you.

So if you have time, I highly

recommend you do this for yourself.

We have a whiteboard function here.

You obviously have whiteboard and Zoom.

This one is pretty cool, though.

I'm not getting it confused with another app.

You can do sort of like these

posted note pages with your team.

And it's pretty awesome. Yes.

So you can see here is like when I

started to kind of create and just play around

with and you and your team members can collaborate.

You can stick posted notes up here.

There are some ways to use this for groups.

Just great stuff that's hidden in our Microsoft suite.

I love it.

I think that's everything there I wanted to

show you guys, with the exception of Sway.

So Sway is going to be what most

of your curriculum is going to be on.

And I'm using Sway because it essentially lets you

generate many websites or web pages for curriculum.

We're going to go way more in

depth with this in a later training.

But I'll give you guys a little bit of a sneak

peek, and you guys will be very used to using suede.

You can obviously make your own Sways.

I'll show you how to do that, too.

But I'll just show you what

you can essentially generate with them.

So for our community group, this is module one.

This is Sway.

This is where it will live.

These are what you will get to use.

There's very cool things you can do with Sway.

You can embed little mini games into Sway.

You can embed gifts into Sway.

You can embed Slideshows like this.

So it's similar capabilities to PowerPoint, but

with some really great bonus features.

I like all sorts of stuff.

Again, you'll get super comfy

with Sway, don't you worry.

But if you wanted to make your own Sway, you go to

like new blank Sway and you can build it out from there.

You can use the template.

I use Sway all the time, so you can see.

All right, so that's our Microsoft suite.

Now let's talk specifically about what you

need to know about the Microsoft suite.

So we're going to go back to the presentation again.

Microsoft teams, you're going to use this all the time.

So I just included this for you here, and I

will attach the file to the training as well.

So for Microsoft teams, you're going to

be able to access that through your

Microsoft suite, just how I showed you.

But I would also recommend putting the Microsoft Teams

app on your phone and on your computer.

And then once you have the app, you'll be able to

log in and see all of your team's, essentially chat boards.

And this can walk you through it a little bit.

You can also use teams to do video conferencing.

Again, you are only using teams to

do video conferencing if it is administrative.

So like an operations meeting

or a dietary team meeting.

You're not meeting with patients via teams.

I'm not going to go into teams as much.

I think it's quite a bit more user friendly.

And the concern here is not as much

for patient security and confidentiality because the patients

should not be interacting with teams.

It's really so you can communicate

with your team throughout the day.

So in like the general team chat, you'll

be like, hey, team, how's everybody doing?

So and so you're running this group.

Okay, there's a crisis.

So and so is going to jump into this group,

and that is how you will all stay connected.

I like to have it on my phone and

my computer when I am using Teams, but you

might want to opt for one or the other.

We also use SharePoint.

I'm going to give you guys a quick peek at SharePoint.

So SharePoint is this really

multifunctional collection of files.

So I'm going to show

you center for Discoveries SharePoint.

At least I'm going to try to bear with me here.

So I have it open.

No, of course not.

Do it.

All right, so let's go

to center for Discovery SharePoint.

And you don't need access to every single thing here.

And what you do need access

to, you will have access to.

But on center for Discovery SharePoint, you have some

resources, so you can go directly to Kibu here.

So if I click on that, it's going to take me to Kipu.

We'll go to Kipu in a second.

If you need to submit an It

support ticket, you can do it here.

You can also do that on the main intranet page,

which I've showed you how to get to before we

have center for Discoveries policies and procedures, which I believe

will link you to Savanta all of that jazz.

So just yet another awesome resource for you guys

that I feel sometimes is a little underutilized, but

we're going to be using it a lot in

virtual program, so there'll be no shortage of it.

And then the other thing that's pertinent for

you guys here is the Documents folder.

Again, not everybody needs to have access to this,

but this is what SharePoint could and is for.

Center for Discovery DMA has a similar set up and

then some of the substance use brands use SharePoint.

Some of them don't, but it is not unlikely that

you'll be using SharePoint quite a bit, which is great.

It's an awesome program and the teams have worked really

hard to get them set up, and they're fantastic.

That's where I've located a lot of

the information we're going through here.

All right, let's talk about Ring Central.

So Ring Central, which is essentially going

to operate as your work phone.

It will be an app that you're

going to put on your phone.

Similar like if you use Google phone, you'll be

able to use Ring Central in that way.

So people will call and it'll go

to your Ring Central number, but it

will come through your personal cell phone.

But they won't have your personal cell phone number.

They're only contacting you via Ring.

Do pay attention when you get calls through Ring on

your cell phone, that when you call back, you're calling

them through Ring and not your personal number unless you

are trying to use your personal number.

You can also use Ring as a desktop app.

Ring does have some like

messaging and texting features.

Just make sure if you are texting a patient

for whatever reason, you are documenting that in your

coordination of care notes, even if it's like just

checking in to make sure you're going to make

it to group today if you're running late, whatever

it is, just make sure it's documented.

The other thing you can use Ring for is Fax.

Let's jump over to I'm just going to give

you guys more of a peek of the PDF.

I pulled four Ring.

I didn't put it together pulled it for you all.

We're not going to go through this as in depth because

we do have to wrap up this training at some point.

But this is everything that Ring has, and it's

quite a lot Ring I love, but I also

always don't feel like it's the most intuitive.

So I do find myself going back to this guide

for Ring myself and just recommend you keep this handy.

That will essentially be your work phone.

While we are here, I'll give you just a little bit more

of a peek at the Microsoft Teams PDF, which is here.

It's just the two pages that

are on the PowerPoint, but nonetheless.

And then another thing that you'll have access

to is this document on OneDrive SharePoint and

Teams, and it will go over similarly with

you how to access all of these apps.

Onedrive is similar to SharePoint.

It just has slightly less capabilities,

but it's just another document storing

platform and it integrates with SharePoint.

So if you're using SharePoint, you're probably

using one drive in some way. All right.

And then we're moving along.

I don't want to say we're almost done.

We're getting closer.

All right, let's talk email.

So for your email, make sure that

you have your signature set up.

And to do that you're going to

go into your Outlook email settings.

If you're ever not sure where to find something for

your Outlook email, I usually go to the search function

and just type it in like type in signature and

it'll pull up how to do that for you.

But this is what your email needs to look like.

If you're not sure, take a peek at your Executive

Director's email or an operations leader's email and just make

sure it is aligned with what they have.

But this is the format for you.

All right, we're going to do a majority

of everything Keepu related in the documentation training.

We'll just do a quick technology peak at Keepu

and then we'll get to wrapping up here.

I do have this resource list pulled up for you guys.

And again, I just pulled together all of the Kiwi resources we

have and I put it into one packet for you all.

You can still access all of the Ki Poo

references individually in your specific SharePoint folder, but I

just feel that the packet and having it in

one place is easier for me.

So that's what I pulled together for you guys.

We're going to go through this much more in

depth in the next training, but just a peek.

You will get your specific Keepu login and you'll be able to

go in and see the patient and all of that jazz.

I am going to just for time sake

too, just leave it mostly for documentation.

If you have technology issues with keeping

like you're really having an issue logging

in, you're going to email Edkeypukipudiscovery.com@centerfordiscovery.com.

I think it is different for DMA, so just

ask your Executive Program Director and somebody from our

team who works with Ki Foo will help you.

They're really on top of it and awesome.

And they do have information on who to reach

out to if you have issues in here.

So we'll go over that again in the next training.

I know that wasn't the clearest answer.

All right, we're almost there.

It's the world's longest training, so that's Ki

Poo a tiny bit of what it looks

like more to come for It support.

You can access this in a number of

ways, but primarily I would go to the

intranet, scroll down, click it Support Services or

go through center for Discovery SharePoint.

Scroll down, click it Support Services and it's

going to pull this up for you.

And you can either submit a ticket if you're

having some issue that you need support with.

If you're not sure where your equipment is and you

ordered some equipment, you can check here if you need

to submit an equipment request so your laptop is broken

or you realize you really need a printer in order

to function to do like your daily tasks.

You can submit that request there, and then if

you're specifically with the admissions team, you have it

there and also Frequently Asked Questions there's a lot

more on this page that can be of support.

And if you're really, really in a frustrating

place and you need help right then and

now, you can also email Helpdesk at Discoverybehavlhealth

or Sorry helpdesk@discoverybh.com, and they'll get back to

you as soon as they can.

Okay, here's the fun part.

Some things that might be coming your way soon.

As far as technology, we are working very hard to

get some VR and place some virtual reality treatments.

There's some things like body image, for example.

I've just always wanted to know what is the

next step here for really supporting these patients?

Nbr has some really exciting stuff in terms of

that, especially for social anxiety, for certain phobias really

just promising and exciting kind of new frontier.

So we are working closely with a couple of

different VR companies to see who we're going to

be able to partner with to provide our patients

really just supportive and incredible care.

We're going to start using augmented reality

probably a lot sooner than that.

It's actually very easy to create augmented

reality filters, and I've created several from

a variety of other projects.

But we'll be able to start using

augmented reality very soon in virtual.

And we are soon to come to

other things on the horizon might be

artificial intelligence, vocal biomarker technology.

And these are very advanced, but also like

surprisingly simple tools that can look at the

characteristics of your voice and determine if depression

or anxiety is a risk factor for you.

And it can be a really great tool as far as

early detection that we can use in our assessment protocols that

we could use for maybe even a call center.

So just really wonderful stuff there.

The AI vocal biomarker technology is here.

We have a partner.

It's coming even faster than I would have thought.

It's going to be very exciting stuff.

Remote patient monitoring.

This is something we've touched on a little bit too.

So patients could have the potential to have HIPAA

compliant technology at home with them, like a numberless

scale or a blood pressure cough, and that will

send the information via Bluetooth to a patient portal.

And then we can track their vitals at home.

And we also have a partner that we're working closely

with to try and bring that to our patients.

And that could reduce them having to go to their PCPs

as often could paint a clear medical picture for us.

And it would just be a really wonderful service

to be able to offer them so we could

be the first behavioral health company in the Metaverse.

I just can't handle it.

It's so cool.

We also have our app, which Doctor Rachel

Wood and others have worked incredibly hard on.

And those apps are becoming more

and more ubiquitous throughout the company.

If you don't have an app that you're associated

with yet, you might see one coming your way.

So just really exciting stuff.

If you have any other ideas we haven't tackled?

I'm sure many of you do.

Please don't hesitate to reach out.

All right, in summary, technology the implementation

of it and the ongoing workflow is

a crucial piece of telehealth to master.

The technology we use as telehealth providers

often defines our work and has significant

impacts on our efficiency and effectiveness.

We review the general overview of technology based

on what the leading telehealth training organizations provide

and what Discovery Behavioral Health provides.

We also addressed how to troubleshoot certain challenges

with technology and some future technology implementations to

look out for and you did it. We did it. I did it.

This is only the third time I

recorded this and you know what?

It's got better and better every time.

Let's let our beautiful dancing Queen take us home.

Here she goes.

And then I'll see you guys and yet another training

very soon and hopefully get to meet all of you

in person if I haven't had a chance yet.

We spent so much time into together asynchronously bothering that

I hope the rest of your day is great hope

you enjoyed this training and found it very useful if

you didn't if you have other feedback please let me

know and yeah see you in the next one. Bye.