

STAN Fact Sheet 1 - Coordinator Responsibilities

Video Teleconferencing Planning and Coordination

Welcome to the State of Hawaii Telehealth Access Network (STAN)/PEACESAT Video Teleconference (VTC) Bridging Service. We provide the basic service to connect all your conference sites together. Since you are the coordinator and we are the connection center, we both have jobs we must do to assure a successful video teleconference. Please be advised that there may be last minute changes to the availability of sites and sometimes we cannot connect to a site for one reason or another, this is unavoidable but it does not happen often.

STEPS

1) The coordinator contacts STAN/PEACESAT 2-3 weeks in advance to ensure our bridge is open and whether there are enough ports and connections available. STAN will send forms and contact information if needed.

- Business #: 808.956.6668
- E-mail: stan@tipg.net
- or fax: 808.956.4646

2) The coordinator contacts the sites involved in the conference to ensure availability of their facility and equipment for the requested date and time.

3) When the sites are confirmed, the coordinator fills out the State Telehealth Access Network (STAN) request form and sends it to STAN Operations via fax or email. The coordinator should include contact names for each site and any special request.

4) When the conference is scheduled, STAN/PEACESAT will provide confirmation via email. If there are any last minute issues, STAN/PEACESAT will contact the coordinator.

5) Once confirmation is set, the coordinator invites participants to the conference. The coordinator provides useful information such as the following:

- Directions to facilities;
- Contact number to facilities;
- Participants contact information;

6) The coordinator should call each site two days before the conference to reconfirm availability.

Note: In case there are complications, obtaining additional contact information such as the facility numbers is beneficial. Occasionally, the person who originally set up the room will be out during the actual day of the VTC.

Changes may occur and the coordinator should consider back up plans.

Back- up plan includes:

- Sending out video tapes;
- Sending an agenda;
- Voice connection via phone;

7) Prior to the conference, the coordinator should discuss a “crash and recovery” program –i.e. how to deal with problems such as sites not being able to connect.

This will avoid interruption during the live broadcast.

8) STAN/PEACESAT will provide trial connections to ensure technologies are compatible.

9) If there are any problems on the morning of the conference, the coordinator provides the conference partners/colleagues with the log/contact sheet.

10) STAN/PEACESAT will connect to each site about 20-30 minutes before the VTC.

11) At the beginning of the VTC, the operator will show how to use the equipment such as:

- all sites should be on “mute” unless someone is talking;
- microphones should not be touched throughout the VTC;

12) After the conference, the coordinator should debrief with their staff and STAN/PEACESAT to find out what worked well and what needed to be improved.