



CHA ORTHOPAEDICS

ONLINE TOTAL JOINT REPLACEMENT SURGERY CLASS

How to prepare:

Our department uses Google Meet for your online total joint classes.

In order to take part in an online class you will need:

1. A computer, iPad or tablet.
(If you do not have access to any of these, you can use a smartphone, however the quality of the presentation and internet connection may not be as good and you may need to download an app).
2. A reliable Internet connection.
3. A valid email address (yours or a family member's).

Sometimes there will be other patients in the online classroom. To protect your privacy, and that of others, we need you to consent to the class. If you are in the office, we will ask you to sign a consent form. If we contact you by phone, we will discuss the consent form and document your verbal consent in your record.

Reminder call:

The day before class, you will receive a reminder call from our department.

Day of class:

About 15 minutes before the start of class, you will receive an email with an invitation to the Total Joint Replacement Surgery Class. The email will look something like this:

Total Joint Replacement Surgery Class

When: Tue Jan 26, 2021 3:30pm—4pm Eastern Time - New York

Joining info: Join with Google Meet

meet.google.com/bkv-popn-dsc

You will click on and open the hyperlink.

If you have a camera on your device, then you will see your face pop up on the screen.

To the right of the video screen you will see the message “Ready to Join?” and a button that says “Join now.” Click on that button and it will bring you into the online classroom.

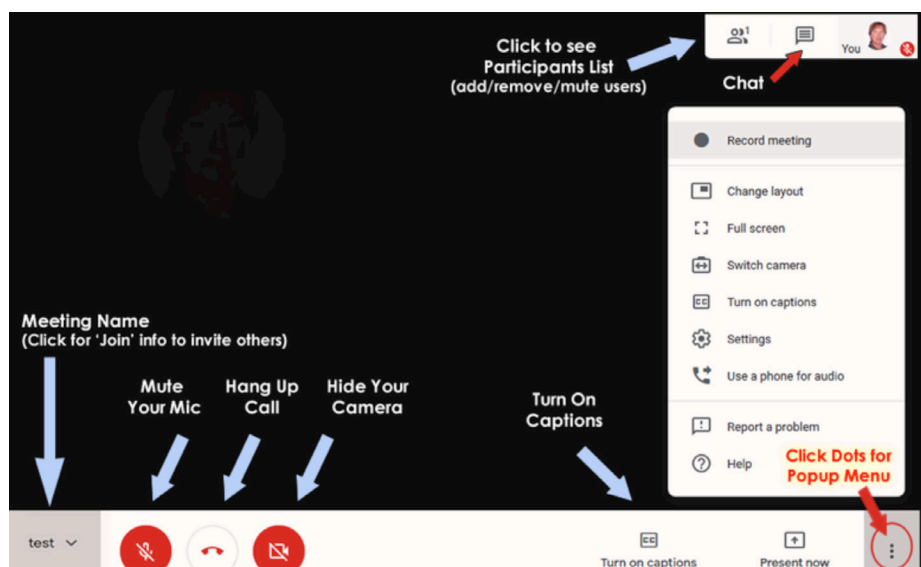
We recommend you turn your camera “off” to prevent interruptions in your streaming of the presentation.

We also ask that you “Mute” or “turn off” your microphone so that there is no background noise interrupting the presentation.

You may “unmute” or “turn on” your microphone when you want to ask a question.



Your screen should look something like this:



Interpreters:

If you do not speak English, we will arrange for an interpreter to join the online class so that you can understand everything we say.

Sit back, relax, and enjoy the class.

If you have any questions, do not hesitate to ask.

Survey:

After the class the team will send a survey to the same email address that you used to join the class. We would greatly appreciate you completing the survey. It will help us make improvements to the class in order to better serve our patients.

Patient and Caregiver Guidelines for Ortho Group Telehealth Visits:

- **Join on time** – give yourself enough time to sign onto the computer/tablet/smartphone, get set up, and make sure everything works correctly
- **Confidentiality – everything said in the group is confidential**
 - Do not share participant's names or stories
 - Do not record video or audio
 - Do not take screenshots of the group
 - Make sure you are in a private place so participants do not have to worry others will overhear their information
- **Be respectful of others**
 - Listen to others
 - Please give your full attention to the group leader
 - Please allow all participants time to speak
 - Do not use your phone, eat, or smoke while in the group
 - Be aware of how participants identify themselves and address them using their preferred name and pronoun (he/she/they)
- **Use technology appropriately**
 - If there is noise in the background, please mute your audio until you are speaking
 - You will be on video and audio, so please dress appropriately and be aware of your surroundings
 - To prevent others from seeing your home/environment, feel free to change your background in Google Meet settings
 - Do not mute other participants
 - You may turn off your video camera for more privacy
- **Do not use illicit substances, alcohol, or marijuana**
 - Do not take part intoxicated or under the influence of any drugs
- **If you are uncomfortable asking questions in the group, call your surgeon's office with questions**