

Patient and Caregiver Guidelines for Ortho Group Telehealth Visits:

Patient group guidelines are department-specific.

- **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 blur your background by selecting "Background effects" in the video visit 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 participate intoxicated or under the influence of any drugs
- **If you are uncomfortable asking questions in the group**, please call your surgeon's office with questions