Public Health Video Conference Network (PHVCN) FAQs

1. Where are the PHVCN sites located?
   - Map of PHVCN sites
   - List of PHVCN sites

2. Who Else Can We Connect To?
   PHVCN sites can connect to each other. They can also connect to most other video conference systems. We have successfully tested with several Polycom, Tandberg, and Life Size endpoints. Some Sony endpoints are compatible as well. IP connections are preferred, and ISDN connections are available upon request to DOH Bridge Support.

   The PHVCN is also able to connect with some of the other major video conference networks in Washington State, such as:
   - Office of the Superintendent of Public Instruction’s K-20 Network
   - Inland Northwest Health Services Telehealth Network

3. How do I Connect Using the PHVCN?
   The PHVCN was designed to be self-service. This means that PHVCN sites can initiate a point to point call or even a multi-point call independently, without assistance. Just send your meeting room number to your participants and 15 minutes before the meeting, pick up the remote, dial the meeting room number and hit send. Your endpoint will then be joined to the meeting.
   - Self-Service Dialing Instructions
   - HDX Quick Tips

4. Is there protocol for holding a meeting over video conference?
   Video conference meetings should include structure and guidelines to ensure success. Here are some tips for a successful video conference meeting

5. What is the Function of the Meeting Rooms?
   Each PHVCN site has been assigned a video conference meeting room number. These unique numbers are specific to each site and function like a meet-me conference call. They should only be given to other sites that you want to participate in a video conference with your site.
   - Equipment Compatibility - When connecting a video conference using the Polycom equipment provided by the PHVCN project, you must be sure that the connecting sites have compatible video conference equipment. This includes other Polycom, Tandberg, Life Size, and some Sony video conference units. Testing new connections well in advance of the meeting date is highly recommended.
   - Audio Conference Ports - If you have participants that need to join your meeting and are not able to participate over video conferencing, there is a way to add phone lines to your video conference call. Contact the DOH Bridge Operators (360) 236-4455 M – F/8 –5pm or e-mail VCSupport@doh.wa.gov to get up to 23 phone lines added to your meeting. These numbers will be local Olympia telephone numbers and are issued on a first come, first served basis.
6. **Limitations of Meeting Rooms** - Each meeting room is set up to hold up to five participating sites. If you would like to hold a meeting with more than five sites, contact the DOH Bridge Operators (360) 236-4455 M – F/8 –5pm or e-mail VCSupport@doh.wa.gov.

**Bridge Resources** - The Polycom RMX 2000 Bridge that is used to host the video conference calls for all PHVCN participants is not an unlimited resource. DOH will monitor the usage and may look to increase capacity if it is needed and as funds allow.

6. **When is Video Conferencing the Best Choice?**

The Video conferencing is just one of the tools available for conducting distance-based meetings, work sessions, trainings, etc. Other examples are conference calls and web conferences.

Be sure to match the meeting purpose, format and agenda design with the appropriate technology.

Video conferencing is especially useful when human interaction and the ability to read body language is important. Like web conferencing, video conferencing allows sharing of presentation materials (i.e. PowerPoint slides). However, only video conferencing allows participants to see actual items or products (such as a vial of medication or new type of injection syringe) and physical demonstrations (such as the technique for administering a medication or collecting a specimen).

**Things to consider when planning a video conference meeting:**

- What is the main purpose of this meeting?
  - Face to face meeting, document viewing, brainstorming, training, etc.

- Is there a conference room with those amenities available for this date at each of the participating sites?

- How interactive do you want the session to be and how will you achieve this?
  - Tips for successful video conference meetings
  - Video conference modes and layout options
  - Conferencing Options – Comparison Matrix

7. **What If We Don’t Have Video Conferencing Equipment?**

All participating sites have been asked to share their video conferencing equipment with other public health partners when possible.

What is needed to participate in the PHVCN?

Sites interested in participating in the network will need to have a compatible video conference endpoint and be willing to support the device and assign a site coordinator. Additional details are as follows:

- Polycom or Polycom compatible equipment, i.e. Tandberg, or Lifesize
- Conference room space to place the video conference equipment
- Network Connections and power outlets located close to installation site
- Broadband internet connection that can support up to 512 Kbps of video traffic
• Firewall adjustments to allow outbound video traffic: H323 or H460
• Static IP address preferred
• Name of a contact person for ongoing scheduling & testing. This person does not need to be an IT technical staff

If you have existing video conferencing equipment and you would like to know if it is compatible with the PHVCN, please contact Brian Francis, at 360-236-4483 or brian.francis@doh.lwa.gov