

## PHAB Virtual Site Visit Tip Sheet

PHAB is currently conducting all site visits virtually using the video platform Zoom (applies to site visits in 2020). The following tips are intended to ensure your health department has a productive site visit with minimal technological issues.

### Prior to the site visit

Your Accreditation Specialist will set up a time a few weeks before the site visit to test your technology, however it is recommended you ensure the following prior to this meeting:

- Identify a central location, e.g. conference room, for all onsite staff to participate. It is fine if you have staff that need to participate remotely or from individual offices.
- Ensure the meeting room is equipped with video conferencing technology, including a computer and a webcam that displays all/most seats in the room.
- Ensure the meeting room has a working conference phone to use in the event that the internet connection is lost. All Zoom web conferences have a phone audio option that can be used in this situation.
- If you are new to Zoom, you can download the Zoom app in advance of the tech check with your Accreditation Specialist here: <https://zoom.us/download>
- The health department's Accreditation Coordinator is required to participate in the tech check with the Accreditation Specialist and it's also recommended that the health department's IT staff be available if needed.

### Day of the site visit

Your calendar invite and the site visit agenda will include the link to the Zoom meeting as well as the call-in numbers. Your Accreditation Specialist will be available by email throughout the site visit should you need to contact her.

- Log in 10-15 minutes early to trouble shoot any potential technological issues and ensure the site visit starts on time.
- Remote participants may disable their webcams when not speaking, however they should be enabled when the participant is speaking.
- Only use one form of audio, e.g. computer speakers or a phone, to avoid having an echo. If using phone, be sure computer speakers/audio are turned off to prevent an echo.
- Mute the conference phone when not speaking.
- If additional phones are in the room, e.g. cell phones, make sure they are on silent.
- If you'll be sharing your screen during the site visit, have the files/websites you'll be sharing open so you're ready to share them when it's time. Also, be sure to close any applications running on your computer that you will not need during the site visit or that could potentially be distracting.
- Neither audio nor video recording is allowed during the site visit.
- If your Accreditation Specialist loses power during the site visit, connection will be lost for all. The AS will quickly reconnect using a different device and/or will have another PHAB staff person reconnect the site visit.