



## Finger Lakes Community Health Video Conferencing Etiquette

1. **Ensure that your equipment is working correctly.**
  - a. Audio and camera should be checked prior to joining the call.
2. **Ensure your background is appropriate.**
  - a. If possible, place your back to the wall.
  - b. Otherwise, ensure the background is not distracting.
    - i. **Internal Meetings** - When participating in an internal meeting, virtual or blurred backgrounds are not to be used.
    - ii. **External Meetings** - Virtual or blurred backgrounds can only be used during external calls. (ie, when giving a presentation or a provider is conducting a telehealth visit from somewhere other than the health center, this feature can be used to blur a background that may be distracting or inappropriate for the external audience.
3. **Minimize distractions.**
  - a. Silence your phone.
  - b. Close down applications that may send notifications.
4. **Protect sensitive information.**
  - a. Ensure there is no patient information visible.
  - b. If you are screen sharing, make sure only the intended content is visible.
5. **Be on time.**
  - a. Give yourself at least 5 minutes to work out any camera or audio issues that may arise.
  - b. Introduce yourself before speaking so that everyone knows who's talking.
6. **Be engaged.**
  - a. Look into the camera once often while talking. This simulates eye contact.
  - b. Focus on the meeting. Conduct yourself the same as you would in an in-person setting.
7. **Mute yourself when not speaking.**
  - a. Avoid background noise such as typing or moving papers.
8. **Wear work-appropriate clothing.**
  - a. Follow the Finger Lakes Community Health dress code.
9. **Frame the camera at eye level.**
  - a. Pretend you are on the news and position yourself so your face is in the center of the camera frame.
10. **Be sure you have good lighting.**
  - a. Natural lighting works best.
11. **Have the camera on.**
  - a. For all video meetings, FLCH requires the camera to be on. This allows for a more fluid conversation and enables participants to read non-verbal cues.
  - b. You can see others, so others should be able to see you.
  - c. If you are unable to turn on the camera due to driving, poor internet connection, equipment failure, switching locations during the meeting, etc., this must be disclosed at the beginning of the meeting.
12. **Disclose if others are in the room but not pictured on camera.**
13. **Don't interrupt.**
  - a. Use chat functions to ask questions or to raise hands to let others know you would like to speak.
14. **Be considerate of your audience.**
  - a. Pause to allow others to speak as there may be a delay in the audio.