<u>**General Tips For Running Therapeutic Groups via OTN**</u>

Need to find ways to engage satellite sites:
- pause and check in with sites for questions throughout presentation
- repeat host site questions so that satellite site can hear & vice versa
- check-in initially with satellite site for attendance and confirm video and audio systems working properly so they can hear and see you and they slides
- encourage open dialog with every site participating
- remind satellite site to mail back feedback forms due to confidentiality

Set up:
- book equipment room 30 minutes prior to and following group for set up and questions
- post signs to direct clients to group
- explain and do a trial with satellite site for muting. Avoid audio interference by having them mute unless they have questions or comments.
- at the beginning of the session explain OTN (aim is to expand our reach and provide better access to services); explain what sites we are connected to and number of participants at each site, possibly move camera briefly so satellite and host site clients can see the people whose voices they will hear throughout the session, explain that OTN is a secure network and only those that have been added to the event can access this session

Technical support:
- if technical issues arise call OTN support number (1- 800-454-6861), OR call satellite site and speak with OTN care coordinator
- if you are running out of time call OTN number to request extended call time

Acquiring new sites/Booking:
- inquire how many can be seated comfortably to view screen vs room capacity? How large is their screen? Can all participants view the content of screen clearly
- do they have someone on site for technical glitches?
- will someone be able to provide/store handouts and greet participants to room?
- make it appealing to them-they are required to have usage of their OTN system in order to keep the technology and our sessions are large groups (numbers count for them) and are classified as clinical usage vs. education
- when Admin calls to book she now introduces groups as part of the client's treatment plan before seeing a therapist 1:1
- when booking multiple sites be sure that host registers event on side by side mode or else both sites will not appear on screen and only the site who is peaking is visible
- admin to provide OTN event number on paperwork to therapist then if technical glitches arise you have the number at hand also provide contact information of any satellite sites