B.C. Reproductive Mental Health Telehealth Rounds Help Guide

What are the technical requirements of a Telehealth site?
It is best for you to contact the Telehealth department at your health authority (or elsewhere) for any specific concerns (you can also try the IT department which might be able to help you). Most sites will already have videoconferencing capabilities that are in place, so it is just a matter of booking the relevant room at your location, and attending in that room.

When you book the room, you may be provided the connection IP or alias, which is helpful to us from a scheduling perspective. You typically will not have to do anything technical in the room as almost every unit in the province on health authority networks is set to automatically answer and there are technical contacts at each site.

How can I book a room?
Please contact your Telehealth department within your health authority. Relevant contact information is provided below:

Fraser Health: Telehealth@fraserhealth.ca
Interior Health: Telehealth@interiorhealth.ca
Northern Health: Telehealth@northernhealth.ca
Vancouver Coastal: Telehealth@vch.ca
Vancouver Island: videoconferencing@viha.ca
Provincial Health Service Authority: Telehealth@phsa.ca

For those of you not part of a health authority, you can try contacting your own Telehealth department or IT department.

How do I know if my site/city has Telehealth capacity?
Please refer to the map of Telehealth locations within British Columbia (see below). Please note that this map is very comprehensive, but that there are other locations that can sometimes connect via videoconference (e.g. non-health authority locations, First Nations communities, etc).
British Columbia
Communities with Telehealth facilities

Created by Multi-Media and Telehealth Services, BC Cancer Agency December 2010
What information do I need to provide to the organizer of the meeting?
1. **Booking Information:** Here is an example of what is the most helpful: username (name of room), IP address, alias, room location (including your site, e.g. Richmond Hospital). Additionally, please provide the number of participants at your site if this is available.

Example:

<table>
<thead>
<tr>
<th>Username</th>
<th>IP Address</th>
<th>H323 Alias/SIP</th>
<th>Room Location (max #)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Castlegar-CDH</td>
<td>10.217.246.5</td>
<td>773023</td>
<td>Educ Room (25)</td>
</tr>
<tr>
<td>Health Centre</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

2. **Contact Person:** You will also need to designate a contact person at your site who will arrive 15 minutes early to participate in a test call, distribute slides, evaluation materials and a sign in sheet and return these after the presentation. A name and email is sufficient for this.

**Can I attend in person?**
Unfortunately, due to limited seating capacity, we will not be able to accommodate for anyone outside of our Reproductive Mental Health Program to attend in person.