



Video-Conferencing 101

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Mindset matters

3xPETS

Picture

Posture

Privacy

Eye-contact

Technology

Sound

3xPETS

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Charge batteries in advance



Accept that your technology will fail – have back-up plans!

what is acceptance?



IT'S RAINING

i don't like rain.
i wish it wasn't raining.
my day would be better
if it wasn't raining. my day is
ruined. every day is like this.
it's always like this. why does
it always rain when all i want is
for it to be sunny?



IT'S RAINING

yup.

If phones are being used, prop them up!



Avoid shakey cameras!!!



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Don't use phones where possible

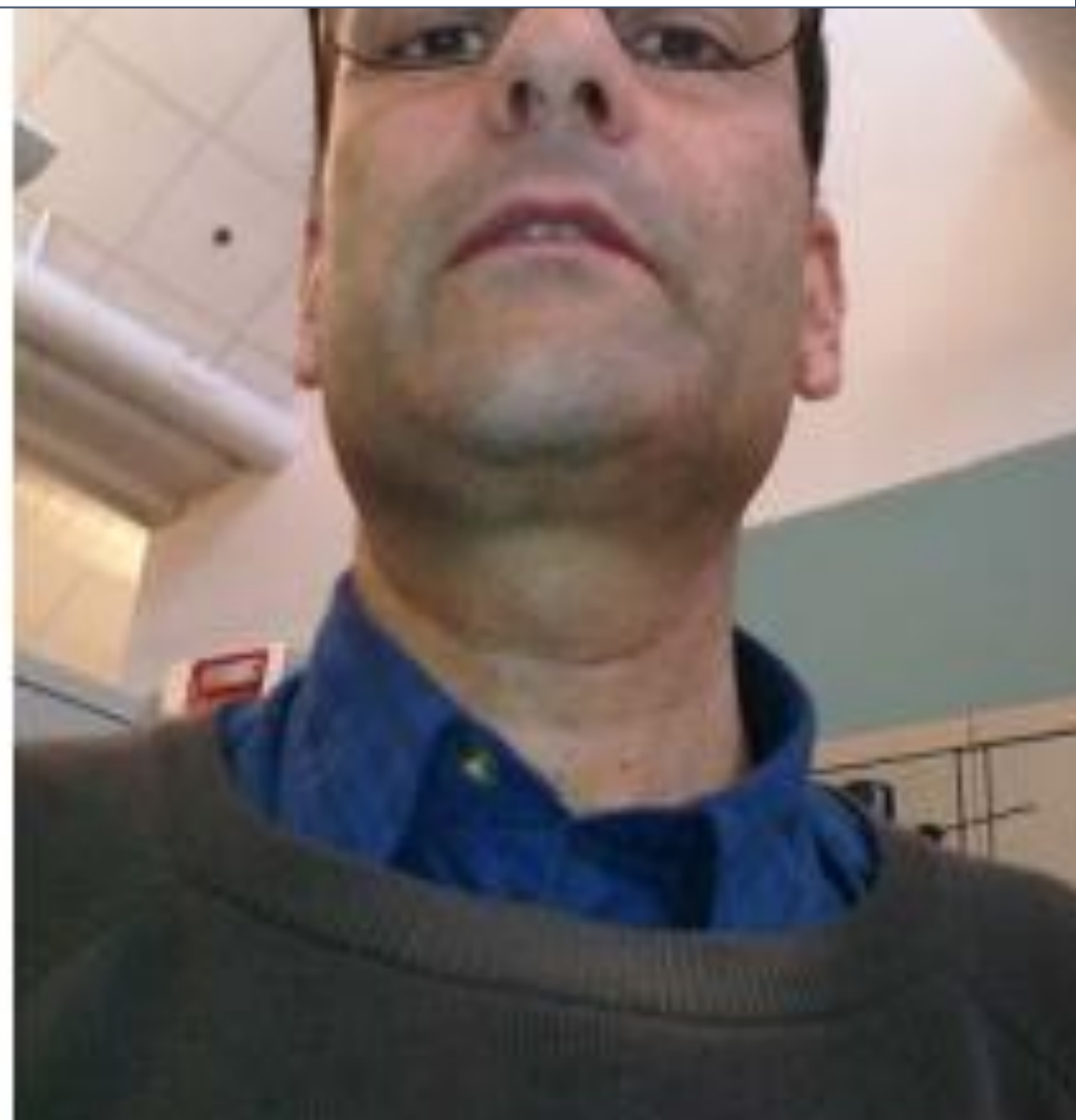


Monitors and tablets more closely mirror real encounters



Try to use a centre shot

Avoid under-the-chin views



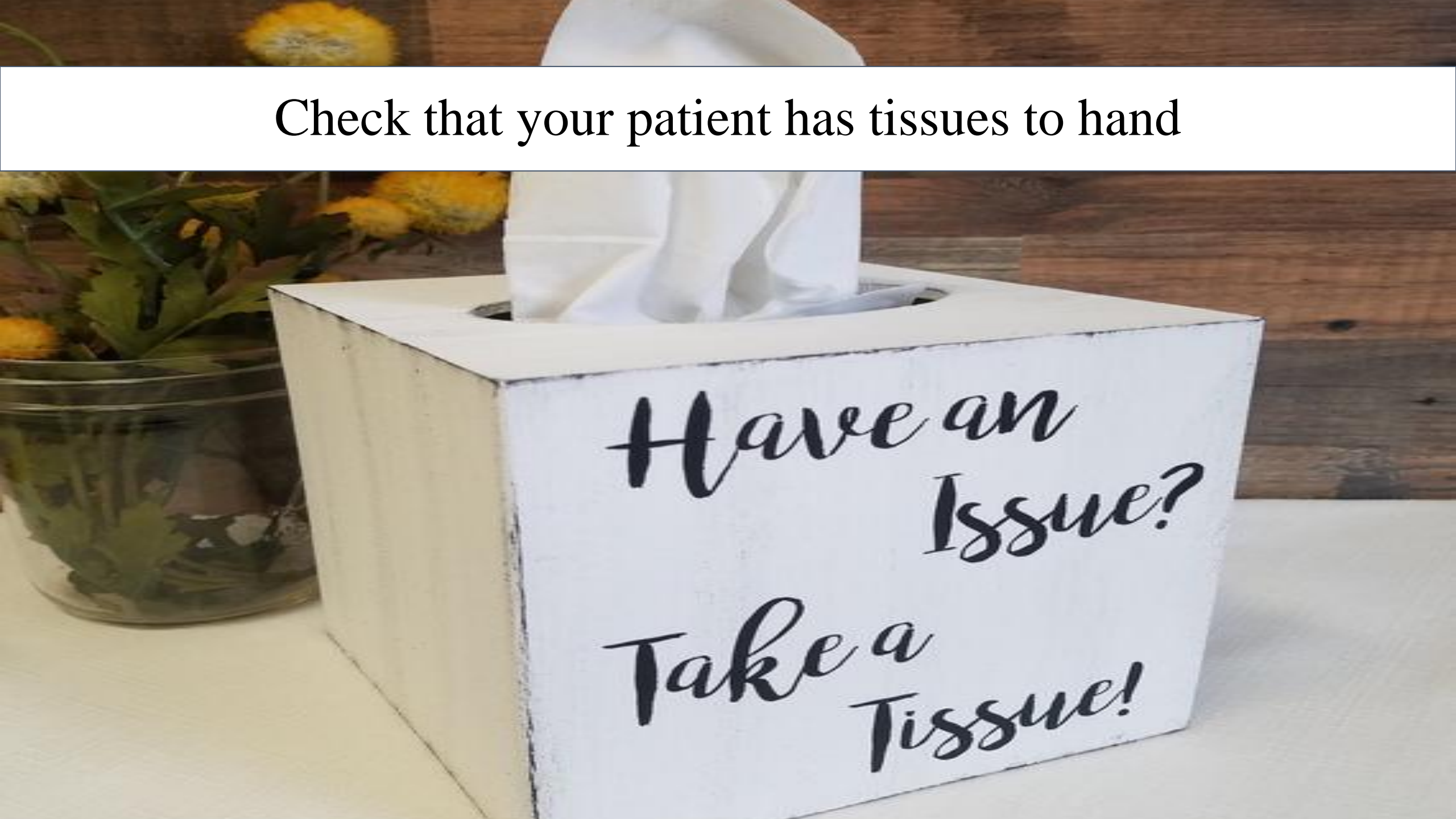
Set-up your environment and ask the patient to do the same



Sitting in front of a wall can look like a mug shot!



Check that your patient has tissues to hand





Consider lighting

Avoid close-ups!





Try to be visible from the waist up



Communication is grounded in gestures and expression, not words



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Sit back



....and optimise all of that parasympathetic goodness!

Big Three + ONE

from Tom Lynch's Radically Open Dialectical Behaviour Therapy



(1) Lean back! (signal 'I'm safe' to your brain)



(2) Deep breath ! (get some vagus nerve action!)



(3) Close mouthed smile!
(your brain and face are close pals!)





(+1) Wag those eyebrows!

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No screaming



Ear-phones help

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P₃ R₁ I₁ V₄ A₁ C₃ Y₄

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Don't eye-ball your patient!



Look around, break eye-contact at times



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The goal: to make it feel like the real thing



- Fake being comfortable – it will help your patient
- Normalise the weirdness!
- Be ready to switch to your telephone in a heart-beat
- If you are an early adaptor – jump in! If not, take your time
- Do practice calls with colleagues
- Do a ‘tech-support’ pre-call with patients