



The Central Service Association of Ontario | www.csao.net

Telehealth Etiquette

Please remember the following when communicating via telehealth.....

- Book your session as soon as possible with your hospital Telehealth Coordinator.
- Work with the Telehealth Coordinator to book the appropriate room for the session.
- Advertise to your CSAO membership the option of attending the meeting via telehealth or traveling to the host site to attend the meeting in person.
- Make a list of meeting attendees from your site. Forward to the host site if asked.
- Position the microphone so that all your members may be heard if they speak.
- MUTE your telehealth platform unless you are speaking – this is CRITICAL.
- Ask your questions at the end of the session when addressed by the moderator.
- When answering a question UNMUTE, state your name, place of work and the question.
- MUTE when not speaking.
- Have your telehealth coordinator turn off the platform after the session or arrange to do this on your own.

If you have any questions regarding telehealth participation in CSAO educational meetings please contact your hospital telehealth coordinator or Cindy McLennan, Renfrew Victoria Hospital 613-432-4851 beeper 256 for assistance.