

# Moderating / Hosting an Event

## Moderating / Chairing Guidelines

### Respect patient privacy

- When participating in a question and answer (Q and A) session, remember to instruct participants to avoid mentioning any information that could violate the privacy of a patient (i.e. patient name, name of hospital). The session must be conducted in a manner which complies with PHIPA Guidelines.

### Session Preparation

- Videoconferences are scheduled with fixed times. Your session will end abruptly at the scheduled end time - ensure that you schedule enough time for your event.
- Ensure that you are familiar with operating the videoconference equipment prior to the event.
- Ensure that required presets for the equipment are set up before the session begins. This will allow for smooth transitions between speakers or devices (VCR, laptop).
- If possible, it is a good idea that the videoconference moderator is not be the person responsible for the videoconference remote control at the site and that the remote be handled by someone else.

### Begin the session with an audio-visual check / roll call

- It is the moderator's responsibility to keep the videoconference orderly and on time.
- At the beginning of the session, clearly explain the guidelines that you want the participating / attending sites to follow and arrange for all sites to be introduced through an A-V check or roll call in order to determine who is participating in the event; if appropriate, ask the participants to identify themselves by name and/or site.

### Audience Interaction

- The moderator / chair of a session should always be positioned so that the camera is in front of them. This creates the appearance of 'eye contact'. Looking in the direction of the camera while you are speaking will create a feeling of inclusion for the remote sites and helps foster a sense of participation.
- Determine how questions are going to be answered. If someone at a participating site has a question, should the person immediately speak up, or has a predetermined time been set aside to answer questions? As the moderator, will you be asking for questions on a site-by-site basis, or will the floor be open to anyone?
- For large, multi-site videoconferences, ask the person to identify his or her site and to introduce him- or herself when asking questions.

### Question & Answer Session Best Practices

- As the moderator, you may need to repeat a question to enable all videoconference participants to hear what was asked. This is especially true if the participant talks in a soft voice. When in doubt – repeat the question!
- There are several strategies for handling the Q and A for a large session. Options the moderator may consider are:
  - A site-by-site process that follows a structured process
  - Grouping several sites together
  - Focusing only on certain sites