Name of SOP: ECU Physicians Provider Use of Cisco WebEx Cloud for Group Patient Education

Effective Date: 7/1/17

Purpose: This SOP outlines how ECU Physicians (ECUP) Providers and Staff can use Cisco WebEx Cloud (WebEx) for group patient education.

Resource Contact Telemedicine Nurse Specialist

Definitions:

WebEx - The CIS Committee approved software that can be used by ECUP Providers and Staff to conduct group patient education.

Procedure:

1) ECUP Providers and Staff can use WebEx to conduct group patient education.

2) Before the education session begins, the WebEx Host or Presenter will inform the patient participants of the following:
    - This WebEx session is a LIVE presentation
    - Your participation in the session is voluntary
    - The session will not be recorded
    - The information provided is not a substitute for medical care or counseling
    - During the session, you will see and hear others joining the session
    - You will be seen and heard by others in the group – so please do not share any personal information with the group
    - East Carolina University is not responsible for comments made by others in the group.

3) A phone number will be provided for patients and presenters to call if they experience technical difficulties: __**(252) 744-1658**__

4) ECUP Providers and Staff **are not allowed to record audio or video of any patient education sessions**.

5) WebEx User Guides will be made available for ECUP Provider and Staff reference. If additional assistance is needed, contact Multimedia & Technology Services (MTS) at 744-1658.