

Utilizing Video Conferencing for Research Activities

Technology:

Microsoft (MS) Teams:

MS Teams is a HIPAA compliant electronic platform that is available to all Lurie Children's employees. It can be utilized for team communication, collaboration on projects, virtual meetings, conferences, trainings, focus groups and more. Researchers may use MS Teams to conduct video conference calls with participants for any remote study visits and may create a MS Teams channel to store study documents and/or collaborate with their study team members on, if desired. The use of MS Teams for remote activities is the preferred and recommended platform.

Lurie Children's Zoom Accounts:

Use of Zoom through a Lurie Children's account may be utilized to conduct study assessments, interviews, focus groups, team meetings and/or video conferences when there is a technology need that Microsoft Teams does not meet. Lurie Zoom is approved to use with PHI content.

Lurie Children's Zoom should only be utilized when appropriate justification has been given by a study team and use has been granted by Lurie Children's. Lurie Zoom should be used for research activities only when the functionality of MS Teams does not suffice.

Lurie Children's Telehealth:

Researchers may use the Lurie Children's Telehealth platform to conduct video conference calls with participants for any remote study visits, interviews, focus groups, and/or video conferences. Telehealth is approved to use with PHI content.

Northwestern University (NU) Zoom:

NU Zoom is no longer available for new studies and should not be utilized for research meetings or conferences. Research studies with previous approval may continue to utilize NU Zoom.

IRB Review for use of Video-Conferencing for a Research Study:

Institutional Review Board (IRB) review is required for **any proposed use of video-conferencing on all platforms** (i.e., MS Teams, Lurie Zoom, etc.). The IRB must review the details of the proposed use for appropriateness and to ensure there are adequate precautions to protect the confidentiality and privacy of study participants.

Adding the Use of Video Conferencing into the IRB Application:

The process to utilize the MS Teams Video Teleconference or Lurie Children's Zoom capabilities **must** be reviewed by the IRB prior to starting any video teleconference visits with research participants. If this is not yet included in the study procedures, submit a modification in Cayuse IRB.

- **For initial applications:**
 - Section 3: Study Design
 - Include that Video Conferencing will be used in the protocol procedures in item D.1
 - Section 6: Confidentiality and Privacy
 - Indicate that an electronic platform will be used to conduct consent or research procedures
 - Include the name of the platform (MS Teams, Lurie Children's Zoom, Tele Health)
- **For modifications:**
 - Add the use of Video Conferencing to your procedures and ensure that the following information is included in the submission.
 - Section M2, Modification Description
 - Select "Addition of an electronic platform for conducting remote consent or study procedures"
 - Select the appropriate platform you are requesting (MS Teams, Lurie Children's Zoom, Telehealth)

Obtaining Access to the Available Platforms:

MS Teams:

All Lurie Children's Employees have MS Teams access.

Lurie Children's Zoom:

To obtain access to the Lurie Zoom platform, you must meet the following criteria:

- Be a full-time employee of Lurie Children's/Manne Research Institute
- You have a need to conduct meeting with study participants utilizing a zoom functionality that MS Teams does not meet/provide
- You have Lurie Children's IRB approval for the study
- You have a Lurie Children's issued computer if utilizing Zoom recording downloads

Requesting a Lurie Zoom account:

- Submit a request through ServiceNow.

Telehealth:

All Lurie Children's Employees have access to Telehealth. Contact telemedicine@luriechildrens.org for access.

How to request MS Teams Recording/Transcription Feature:

To enable the recording feature in MS Teams for participant/study purposes, follow these steps:

1. Obtain IRB approval for study recordings.
2. Submit a request through ServiceNow for Teams Recording/Transcript. Be sure to select Manne Research Institute under that the request is for.

For administrative (non-patient) meetings, select Lurie Children's Salary/Hourly Employee.

Webside Manner for Video Conferencing:

When conducting any remote video teleconference study visits with research participants, it is important that research staff remain professional, and handle the visit as if they were on-site and in person. Here are some suggestions/tips to consider when preparing for a video teleconference visit with research participants:

1. Ensure that the space where you will be performing the visit/assessment has an appropriate level of privacy.
 - a. Make sure there are no other family/friends in the room.
 - i. If others are in your space, conduct the visit in a room where you can close and lock the door to ensure privacy.
 - b. Consider putting a "Remote Research Visit In-Progress" sign on your door to alert others.
2. Wear a Lurie Children's branded item if able, and wear Lurie Children's ID badge.
3. Ensure your video background is appropriate, professional and not distracting.
 - a. A white screen or a backdrop with the Lurie Children's logo is recommended.
4. Take into consideration the way you are sitting, and the lighting in the room.
 - a. Avoid swivel chairs/laying down in a bed or couch and be cognizant of your movements.
5. Adjust your camera view.
 - a. Make sure you are centered in the camera view with your face clearly visible to the research participant.

Best Practices/Considerations:

Depending on the type of work the study team is conducting, the following best practices may apply for MS Teams and Lurie Children's Zoom.

- **DISABLE SCREEN SHARING:** If the study doesn't require screen sharing, disable screen-sharing for participants
- **PRACTICE HOW TO REMOVE A PARTICIPANT:** Familiarize yourself (and practice) removing a participant from the group in case this function is needed
- **DISABLE CHAT:** If you don't need it, consider disabling the chat feature to eliminate distractions.
- **CHANGE LANGUAGE:** This link can be sent to non-English speaking participants for instructions on how to change the language settings on the application
 - **MS Teams:** <https://support.microsoft.com/en-us/office/change-settings-in-teams>.
 - **Zoom:** <https://support.zoom.us/hc/en-us/articles/209982306-Change-your-language-on-Zoom>

- **ENABLE WAITING ROOM/LOBBY:** Always use the waiting room or lobby feature so the host must admit participants.
 - **LOCK THE MEETING:** Once all participants have joined, lock the meeting.
 - **NON-IDENTIFYING SCREEN NAME:** Assign participants a unique non-identifying screen name to use when they join the meeting and instruct them to use this to protect their confidentiality.
- PRIVACY:** Always ensure that both the interviewer and participant(s) are in a private, quiet location that cannot be overheard.

Refer to [Appendix A](#) for video conferencing assessments.

Additional Zoom Best Practice Considerations:

- **TURN OFF FILE TRANSFER:** Don't use Zoom for file transfers, switch this function off (or clearly justify why you need it)
 - **CREATE A PRIVATE MEETING:** If utilizing Zoom, create a private meeting for each session (don't use a personal meeting ID).
 - **PASSWORD:** If using Zoom, always require a password to join the meeting.
 - **DO NOT STORE IN CLOUD:** Do not leave recordings on the Zoom cloud; save immediately to the shared drive, which is more secure, and gets backed up daily, and then delete them from the Zoom cloud.
 - **VERIFY CLOUD IS EMPTY:** Have a second study team member confirm the recordings have been deleted from the Zoom cloud or take a screenshot (date/time stamped) of the empty cloud.

TURN OFF ANNOTATION FUNCTION: If you or participants will be screen sharing and you don't need it, turn off the annotation function (mostly to prevent disruption)

Additional Resources

- **MS Teams Tip Sheets for Participants & Families**
 - Click [here](#) for tip sheet in English.
 - Click [here](#) for tip sheet in Spanish.
- **Zoom Help Center:** https://support.zoom.us/hc/en-us/articles/206175806#h_bd83fa44-e32f-47b6-8fd6-0e2d1eb6077b
- See [Appendix B](#) for platform access, approvals, and request details.

Appendix A: *Best practice will be to document that protective measures were taken. Below is a template that can be used after any meetings occur.*

Checklist for Protective Measures when utilizing video conferencing

- Create a private meeting for each session (don't use a personal meeting ID)
- Require a password to join the meeting
- Enable waiting room so the host must admit participants
- Lock the meeting - Once all participants have joined, lock the meeting
- Assign participants a unique study ID or Pseudonym to use when they join the meeting and instruct them to use this rather than their name
- Ensure both the interviewer and participant(s) are in a private, quiet location that cannot be overheard
- Save recording immediately to the shared drive
- Verify Zoom cloud is empty

Optional best practices/considerations:

- Disable screen-sharing for participants if the study doesn't require screen sharing
- Turn off file transfer when function is not needed
- Turn off annotation when function is not needed
- Disable chat when not needed

Please note: You must remove any attendee from the meeting that is not authorized to be present.

Signature of person who conducted the Meeting: _____

Date of Meeting: _____

Appendix B: Video Meeting Grid

Platform	Lurie Children's MS Teams	Lurie Children's Zoom	Lurie Children's Telehealth
Availability	All Lurie Children's Employees	Use of Zoom through a Lurie Children's account may be utilized to conduct study assessments, interviews, focus groups, and/or video conferences when there is a technology need that Microsoft Teams does not meet.	All Lurie Children's Employees
Access Request process	N/A	Submit a Request through ServiceNow	Email request for access to telemedicine@luriechildrens.org
Recording Feature	IRB approval – for participant/study purposes. Help Desk ticket	N/A – Lurie Children's Zoom automatically has recording capabilities.	Recording is available. *Clinical assessments that would not be recorded in person should not be recorded via video conference.
Uses	All non-clinical Lurie Children's research activities including, focus groups, interviews, consenting.	Focus groups for Lurie research purposes Interviews for Lurie Children's Research purposes	Clinical Assessments Evaluations Consent
Approvals Needed	IRB	IRB IM will review and approve if MS teams cannot meet technical need.	IRB