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Virtual

JUNE 5-6, 2024

AAOHN NATIONAL CONFERENCE

AAOHN

CONNECTING TO  
WORKER HEALTH

## 2024 AAOHN Virtual Annual Conference FAQs

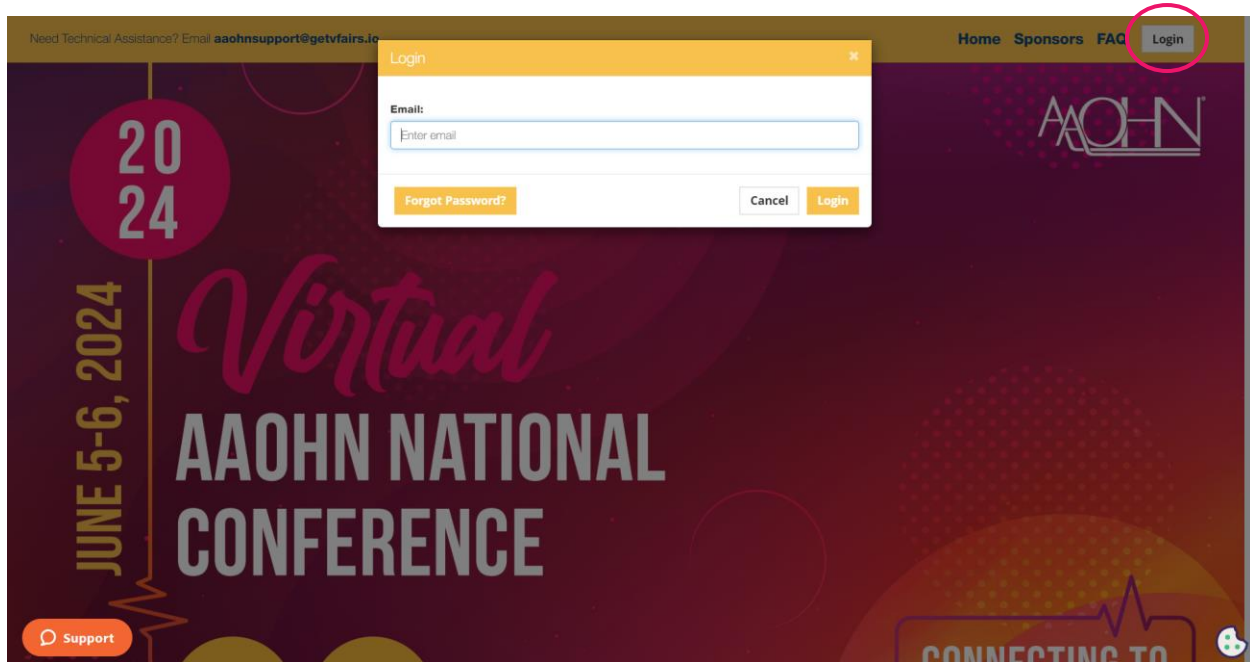
### General Questions

#### What time zone will the Virtual Annual Conference be based on?

All times on the schedule and within the platform are listed in the Central time zone (CDT).

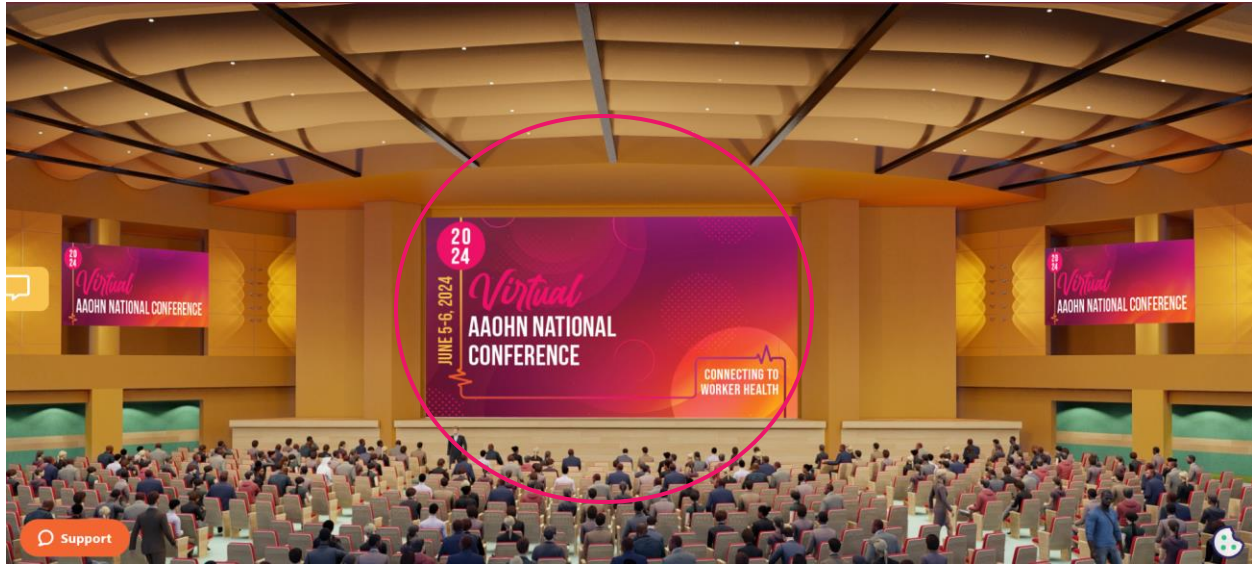
#### How do I log in to the Virtual Platform?

Log in to the platform here. Once on the homepage, click the white Login button in the upper right-hand corner.



#### Can I export the schedule to my email calendar?

Yes, you can add sessions you don't want to miss to your personal calendar for the live broadcast. After entering the Auditorium, click on the large center image. Select the sessions from the navigation menu that you would like to add to your calendar. There will be an "Add to Calendar" icon that allows you to add that session to your calendar. Please note that all sessions are available on demand for thirty days following the live event, through July 6, 2024.




5th 11 June-6th 10 Posters 10

June 5, 2024 08:30 am - 09:00 am CT 28d : 17h : 3m : 5s

### AOHN Opening Ceremony and Annual Awards

in President Yolanda Lang for an opening address and the recognition of the 2024 AAOHN Award recipients to kick off the 2024 Virtual Annual Conference.



### What if I witness any strange or unacceptable behavior or comments within the platform?

AAOHN has implemented a [code of conduct](#) that outlines appropriate and acceptable behavior during the virtual event. Please report any incidents to staff immediately by emailing [info@aaohn.org](mailto:info@aaohn.org).

### What ADA accommodations are available within the virtual platform?

AAOHN complies with the Americans with Disabilities Act and is committed to providing a positive experience for all attendees. If you have special requirements due to a disability, there was an opportunity to indicate requests during the registration process. If you need assistance participating in the virtual experience, please email [education@aaohn.org](mailto:education@aaohn.org) so we can make every effort to accommodate your request.

### Where is the AAOHN mobile app and why isn't it updated?

For this virtual event, all educational content will be available through the web browser only. We will not be using the AAOHN mobile app for this event. The content may also be accessed on a tablet; however, for the best experience, we recommend using a web browser. The virtual platform is optimized for Google Chrome or Mozilla Firefox internet browsers while participating via laptop or desktop computers.

## How can I optimize my home internet for a better Virtual Conference experience?

- Maximize your internet connection by connecting your computer to an Ethernet cable directly from your internet router.
- If you must use Wi-Fi, try and use the 5GHz network.
- Wi-Fi works best when you are 5-8 ft from your router.
- Give your router space to breathe by placing it in “free space.” This means not in a TV stand or behind the couch.
- Check and tighten all cable connections, with your router and with your computer.
- Give your router time to rest by turning it off for at least 10 seconds and restarting it. This will boost your internet speed by a few extra mbps.
- Close out other apps and browser tabs on your device that are not essential to the experience.
- Disconnect other non-essential devices around your home (or office) that are connected to the internet: streaming devices, tablets, phones, video game systems, and/or smart TVs.

## Do I need to download any software to participate?

No, you do not need to download any software to participate in the Virtual Conference, however, the platform is optimized for [Google Chrome](#) or [Mozilla Firefox](#) internet browsers while participating via laptop or desktop computers.

## How will my information be shared with other attendees?

Attendee information will be included in the attendee list or Contact Card on the profile. See the screenshot below for how to update the photo in your profile. Please note: neither your email address nor your mailing address will be shared with other attendees. To view the AAOHN privacy policy, please click [here](#).

## Registration

### What if I want to register after the event starts?

You still can! The event will be broadcast on **June 5-6, 2024**. Register by **June 17, 2024**, [here](#) to have time to view the on-demand recordings. Contact [registration@aaohn.org](mailto:registration@aaohn.org) if you have any questions. You will have access to the platform through **July 6, 2024**.

Please note it may take up to 2 hours for your account to be activated. You should receive an email with your authentication link to give you access to the site. Please check your junk mail folder - if you haven't received your access email within 2 hours, contact [registration@aaohn.org](mailto:registration@aaohn.org).

### I didn't receive my registration confirmation, what do I do?

Your registration confirmation email is only sent once payment is received. Platform access information will be emailed from [registration@aaohn.org](mailto:registration@aaohn.org) a week before the conference with the subject line: “(Don't) Pack Your Bags for the 2024 AAOHN Virtual National Conference.” Please contact [registration@aaohn.org](mailto:registration@aaohn.org) to resend your confirmation email.

\*Please keep this “Don't pack your bags” email handy to have your login link on hand for the day of the event.

## Can I cancel my registration and receive a refund?

Due to the nature of the event, refunds will not be granted. AAOHN is pleased to offer access to the on-demand content through July 6, 2024.

## Virtual Event Platform

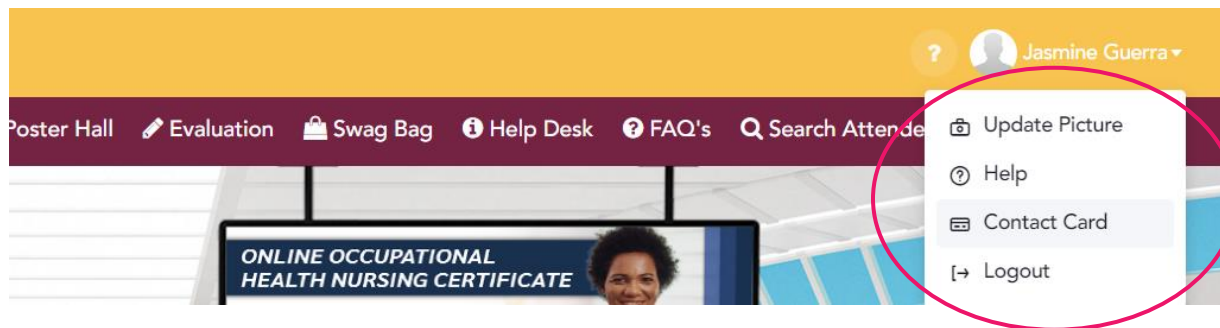
### How do I log into the Virtual Event?

Please use the link in the email invitation you received to access the virtual site a week before the conference. Platform access information will be emailed from [registration@aaohn.org](mailto:registration@aaohn.org), with the subject line “**(Don’t) pack your bags for the 2024 AAOHN Virtual Annual Conference** To access the event, please enter the email address you used during the registration process.

If you cannot locate this email, please contact [education@aaohn.org](mailto:education@aaohn.org) and we will be happy to assist you.

### How do I edit my profile?

Once logged in, hover over your name to make a drop-down menu appear, then click “Contact Card” in the upper right corner next to your profile icon. There, you will be able to make changes to your Credentials, Title, Organization, City, State, and Country fields. We suggest you also include your photo.



### If my connection freezes for a moment on the chat or during a session, what should I do?

Try to refresh your page and check your internet connection to ensure it's stable. As a reminder, the platform experience is best if you use Google Chrome or Mozilla Firefox as your internet browser.

### I keep losing access to the platform. What troubleshooting can I do?

Please try these options if you experience problems staying on the platform:

- Make sure that the internet browser you are using is Google Chrome or Mozilla Firefox as these are the recommended internet browsers for the best experience.
- Check to ensure that the browser you are using is the latest version.
- Disable any firewalls or any related software that might be blocking the platform.
- Exit from any chat rooms that you are not actively chatting in.

If you are still experiencing challenges after trying these options, please email [aaohnsupport@getvfairs.io](mailto:aaohnsupport@getvfairs.io).

## **I am logged into the platform and my video is working, but I cannot hear the sound from the sessions (or vice versa). What troubleshooting can I do?**

Please try these options if you experience problems hearing the sessions:

- Check that your computer audio is on and not muted.
- Make sure that the internet browser you are using is Google Chrome or Mozilla Firefox as these are the recommended internet browsers for the best experience.
- Check to ensure that the browser you are using is the latest version.
- Disable any firewalls or any related software that might be blocking the platform.
- Exit from any chat rooms that you are not actively chatting in.

If you are still experiencing challenges after trying these options, please email [aaohnsupport@getvfairs.io](mailto:aaohnsupport@getvfairs.io).

These troubleshooting options would also work in the event that you can hear the sessions but cannot view the video display.

## **Can I direct message with a specific speaker or attendee?**

Attendees can connect with speakers and attendees through the “Conversations + Chat” function of the virtual platform.

1. To chat with a speaker or attendee, you must be in the “Conversations & Chat” section of the platform. Once you are in that section, you can send direct messages to any attendee or speaker who is also in the chat. Simply click on their profile and select “send direct message.”
2. You may set your availability to “Available,” “Away,” “Busy,” or Customized.

## **What other resources do you have that I can use to better navigate the virtual platform?**

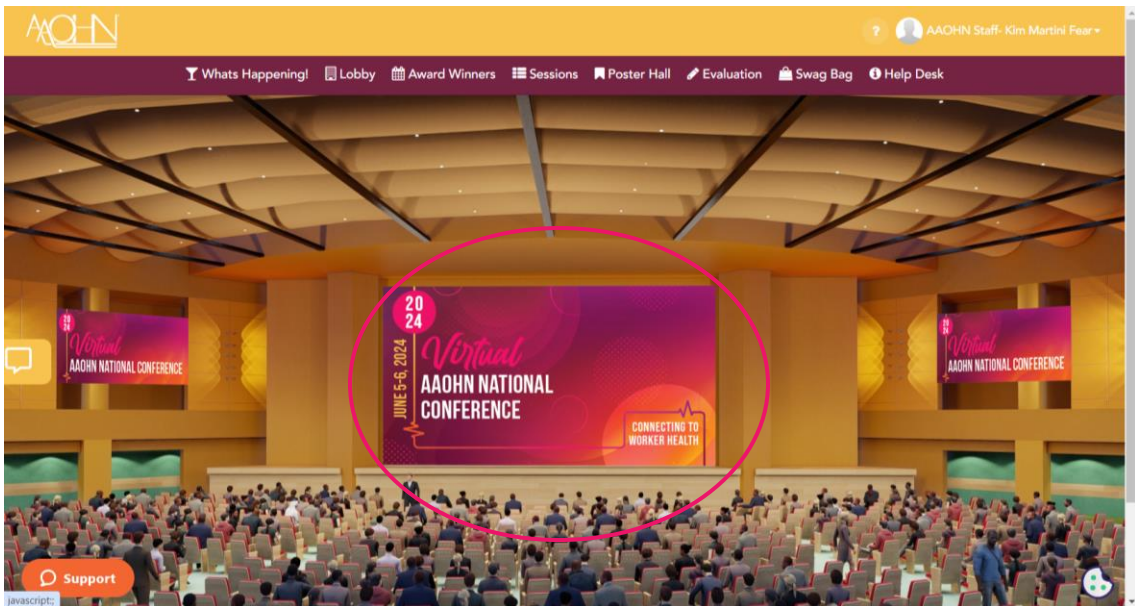
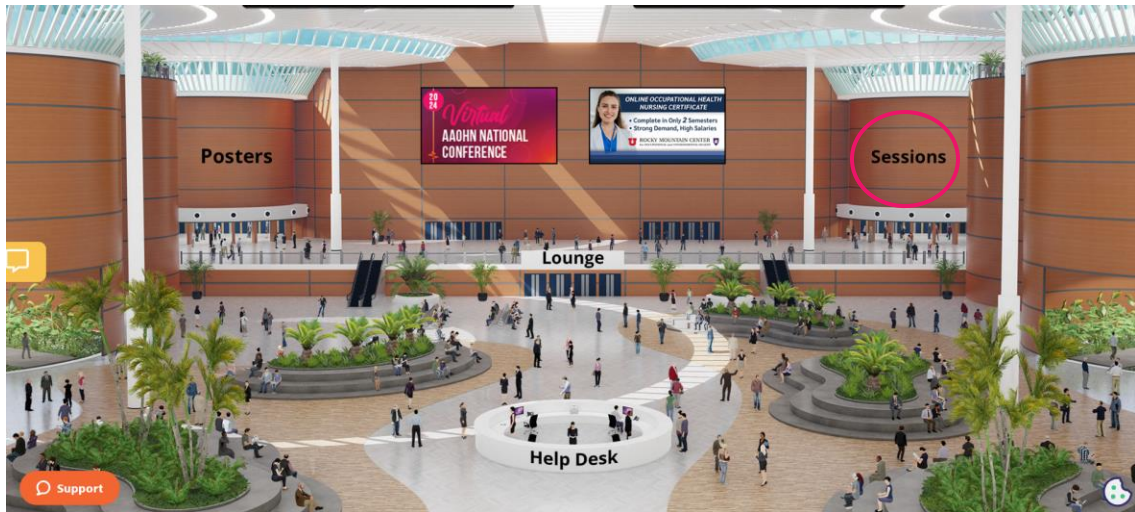
There will also be a live tech support chat available during the live conference dates. Live technical support is available during the following:

- Wednesday, June 5 from 8:00 am CT to 5:15 pm CT
- Thursday, June 6 from 7:30 am CT to 4:45 pm CT

## **Session Information**

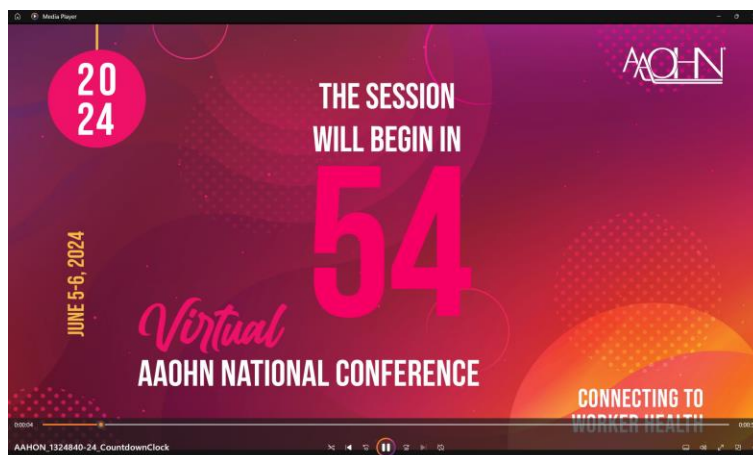
### **How do I view a session?**

All sessions will be broadcast on **June 5 and 6, 2024**. To view a session, from the lobby, navigate and click into **Sessions**. Within the Auditorium, click the main “screen” at the front of the room that reads “**Click here to join the session**”. From here, you will see a list of all sessions available during a timeslot. Select the session you would like to view. There will then be a “**Join Session**” button on the right side of the session list for you to click. The join button will not appear until the countdown on that page has reached zero. After the session broadcast time has aired, that session will then be available for on-demand viewing and you will see the “**Play**” button.



**I'm trying to join a session that starts in 5 minutes, but I can't get in. What do I do?**

You can access the session 60 seconds before the scheduled start time of the broadcast. A countdown clock will be displayed 60 seconds prior to the start of the session.



**I logged into a session early and couldn't see the video or chat once the session started. What should I do?**

If you logged in early to the session, you may need to refresh your page to access the session.

**I am experiencing issues with the Zoom sessions, what can I do?**

The virtual platform is optimized for Google Chrome or Mozilla Firefox internet browsers while participating via laptop or desktop computers. We recommend either trying a different browser or connecting with the tech support chat located within the Help Desk location.

**What can I do if I miss a live session?**

Registrants will have access to all the sessions on demand through July 6, 2024. On-demand access begins immediately after the live broadcast on the same page as the live broadcast.

**Will there be a Q&A with the speakers after sessions? How do I ask a question?**

Most sessions will not have Q&A. Attendees cannot ask questions verbally as all attendees' audio is muted. Please use the Q&A box to ask questions during specific sessions as many presenters will be available to connect and chat.

If you have a question for a speaker regarding the content of their presentation, please submit it to [education@aaohn.org](mailto:education@aaohn.org).

**What if the speaker doesn't answer a question?**

If the speaker has provided their contact information within their presentation, you may feel free to reach out to the speaker directly with your question. If the speaker has not provided their contact information, you may email your question to [education@aaohn.org](mailto:education@aaohn.org), and our staff will direct your question to the appropriate person.

**Will there be a chat function with the session?**

Yes, you will have access to a chat box so that you may comment on the session, answer reflective questions, or engage with other attendees.

**What if I watch a recording, can I see the chat?**

Yes, you will still have access to see conversations that occurred during the live broadcast session. Please note: when you are watching a recording on-demand, you may be the only person watching the session at that time, so the chat or Q&A functions may not be active.

## Will there be handouts? Where can I find them?

If the speaker has included a handout with their presentation, the handout will be found within the session listing. The handout will be listed with a link to download the PDF to your device.

June 5, 2024 10:30 am - 12:00 pm CT 22d : 16h : 52m : 41s

### 101a & 101b - Case Management

*Diane Olejar, ANP-BC, MSN; Margaret Finucane, RN, COHN-S/CM*

The first presentation, Navigating the Benefits and the Pitfalls as a New Case Manager explores Case Management benefits to the employee including rapid access to medical care, earlier return to work, and more positive outcomes, however, there can also be pressures on the nurse case manager from the employer, the injured worker's attorney and the employee's fellow workers that can influence the nurse case manager, in positive and negative ways.

101b: Case Management: Managing Worker's Compensation Injuries

*Elizabeth A. Thomas, PhD, RN, ANP-BC, COHN-S, FAAOHN*


The second presentation will explore worker compensation terminology, best practices, communication practices, tips for client/patient advocacy, and tips for building a network of providers. OHNs and OHNPs will increase their knowledge in the management of occupational health and worker's compensation cases.

Accreditation statement: The American Association of Occupational Health Nurses, Inc. (AAOHN) is accredited as a provider of nursing continuing professional development by the American Nurses Credentialing Center's Commission on Accreditation.


**Contact hours: 1.5**

**Successful completion:** To be awarded contact hours, complete the evaluation after the session.


**Disclosures:** No relevant financial relationships with ineligible companies exist for anyone in a position to control content of this session, including planners, planning committee members, presenters, and content reviewers.





Diane Olejar  
ANP-BC



Margaret Finucane  
RN



Elizabeth A. Thomas  
PhD

 [Navigating the Ben...](#) 

## Education/CNEs

### How many CNE credits will be offered at the Virtual Event?

Attendees will have the opportunity to earn up to 19 contact hours for the Virtual Annual Conference following the completion of session evaluations. In addition, CM certificates will be available upon request. Please contact [education@aaohn.org](mailto:education@aaohn.org) and be prepared to submit the Virtual Annual AAOHN Certificate that you downloaded to your device. This will be needed to create the CM certificates in your name.

### When will I be able to pre-register for the educational sessions? Do I have to do this when I register?

You do not need to pre-register for any virtual event educational sessions.

### Will sessions be recorded?

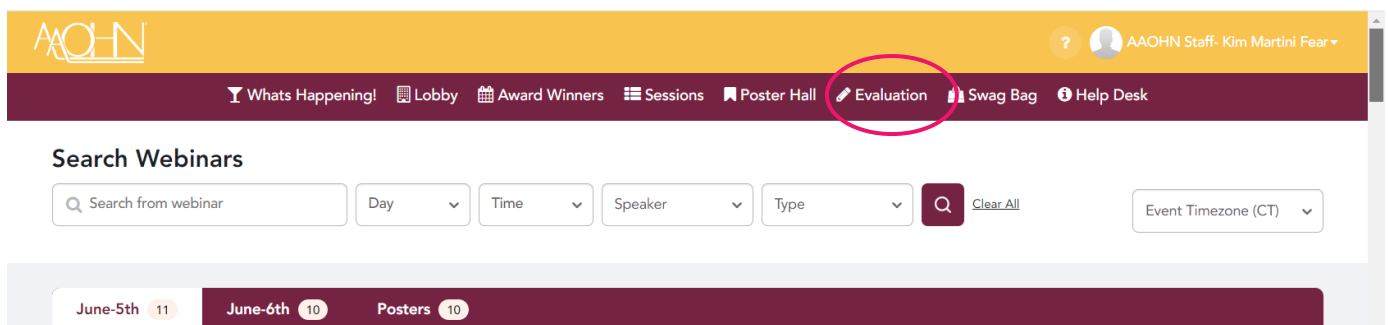
Yes, all sessions will be recorded. Access to on-demand content begins June 5, 2024. The recording will be housed directly on the Auditorium page and the session listings will show a "Play" button. Sessions are listed chronologically by the time they initially aired. Sessions will be available on-demand until July 6, 2024.



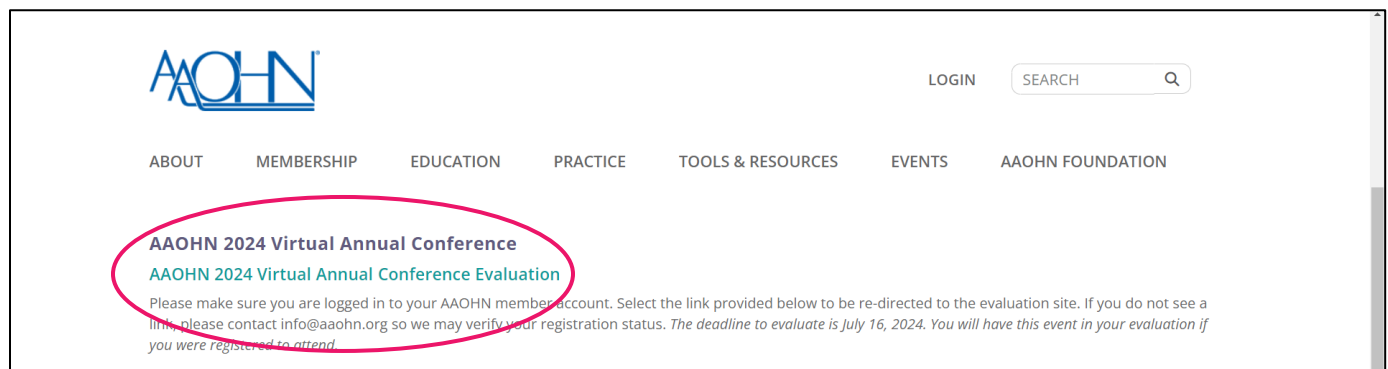
## How will I receive my certificates?

All attendees will need to view each session and complete the session evaluation to claim a CNE certificate. To access your evaluation and certificate:

1. Select **Evaluation** in the main navigation bar of the virtual platform; you will be redirected to the AAOHN website.
2. Scroll down to the **2024 Virtual Annual Conference** section and click on the link in that section to be directed to the evaluation site.
3. Complete the evaluation for all sessions that you have viewed/participated.
4. Complete all session evaluations and then move to the Overall Evaluation. Once you have completed all sections of the evaluation, submit for your CNE Certificate.
5. We recommend you save and print your certificates.



The screenshot shows the top navigation bar of the AAOHN virtual platform. The 'Evaluation' link is circled in pink. Below the navigation bar is a search bar for webinars with various filters and a 'Clear All' button. Below the search bar is a date navigation bar with 'June-5th 11', 'June-6th 10', and 'Posters 10'.



The screenshot shows the AAOHN website. The 'AAOHN 2024 Virtual Annual Conference Evaluation' link is circled in pink. Below the link is a paragraph of text: "Please make sure you are logged in to your AAOHN member account. Select the link provided below to be re-directed to the evaluation site. If you do not see a link, please contact info@aaohn.org so we may verify your registration status. The deadline to evaluate is July 16, 2024. You will have this event in your evaluation if you were registered to attend."

## How long will I have to complete my evaluation to earn my certificate?

Please select the link on the virtual platform for Session Evaluations. You will be able to access the evaluations for the Virtual Annual Conference only through **July 15, 2024**, to claim your continuing education credit. AAOHN recommends that you evaluate as you complete a session and save the certificate to your device. Please print all certificates and save them on your device for your records.

If you need assistance with your evaluation access, please contact [education@aaohn.org](mailto:education@aaohn.org).