

## Arthritis Research Canada Conducts Presentations and Group e-Learning Sessions with OmniJoin



### About ARC

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Arthritis Research Canada (ARC) was created in 2000 with a mission to research arthritis and improve treatment and quality of life for those living with the disease. Through a multi-disciplinary research team of doctors, scientists and healthcare professionals, ARC is sharing the understanding and knowledge of arthritis treatments. ARC works closely with offices in British Columbia, Alberta, Ontario and Quebec to conduct clinical research and trials related to arthritis prevention, diagnosis, prognosis and quality of life issues. ARC's commitment to "practical research for everyday living" is helping those who suffer from arthritis by educating patients on new findings and providing different ways to manage their disease.

Their research is internationally recognized as well as their approach to connecting with arthritis patients.

### Why Web Conferencing

ARC collaborates with other research partners across Canada, United States and Europe when developing their studies and programs. With so many collaborators, it is crucial that teams are able to communicate and share documents and presentations with each other, regardless of location. ARC also facilitates group e-learning sessions for people suffering from chronic arthritis.

Web conferencing provides ARC researchers a way to connect with remote patients without losing the dynamic of an in-person meeting. Web conferencing enables chronically ill people to access health services, resources and research findings at a time when healthcare services are being reduced due to rising costs. For the chronically ill person who finds transportation difficult, web conferencing is a way for them to receive services effortlessly during or after work hours. For researchers, this technology offers the ability to expand each program's reach to benefit more patients significantly contributing to ARC's ultimate goal.

“As an education platform, having clear eye contact and the ability to read body language is really important. OmniJoin allows us to have that close interaction with patients remotely.”

*Pam Rogers, Research Coordinator*

## ARC and OmniJoin

After using other services like WebEx, GotoMeeting and Skype, ARC found OmniJoin®. The researchers needed a solution that was easy to use so new research members could participate easily and effectively. This is vital for both ARC employees as well as patients who are attending group e-learning sessions.

Video and audio quality is critical when engaging with patients. The ability to read body language keeps attendees engaged and drives participation during online sessions. OmniJoin's HD quality video and host controls enabled meeting organizers to optimize A/V quality for each participant ensuring a positive experience. Clear screen sharing is also important when guiding new members through private websites and portals. And if there is ever any questions about features or troubleshooting, the OmniJoin support team dedicates as much one-on-one time as necessary, making sure that all of the solution's benefits are being realized. Today, ARC continues to engage with colleagues and patients through OmniJoin. They even use OmniJoin to distribute files and record sessions for anyone that wants to view later.

## Measurable Benefits

- Face-to-face collaboration regardless of location
- Conduct group e-learning sessions
- Easy to use technology for ARC employees and patients
- HD video and host controls
- White glove, US-based support

## Connect with a Healthcare Conferencing Expert

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