

**Frequently Asked Questions for Family Members of Service Members in Iraq
Freedom Calls Foundation Project
Connecting Families & Military Personnel in Iraq via the Missouri Telehealth Network**

1. What is the Freedom Calls Foundation (FCF)?

The Freedom Calls Foundation is a not for profit charity registered organization in New York. Below is a paragraph taken from their web site (www.freedomcalls.org).

Our mission is to build a communications network independent of military networks employing state of the art Wi-Fi, VOIP telephony, Video Conferencing and Satcom technology to enable our troops to communicate free of charge from their base camps with their families at home by internet telephone, instant messaging and video conference. Your generous contributions to the Freedom Calls Foundation serve to ease the burden of thousands of our brave soldiers and their families in their effort to protect our country and rebuild Iraq and Afghanistan.

I would encourage you to review the web site as it explains their mission in far greater detail and it provides sample video clips as well as many press releases related to their activities.

2. Why does the Missouri Telehealth Network (MTN) want to connect families in Missouri with their loved ones in Iraq?

First and foremost it's the right thing to do. We have many families in Missouri who have sent their loved ones off to war in Iraq in defense of the United States and to help build a better world. If we have the time available on the Missouri Telehealth Network to allow the families to see and talk with their loved ones we should make that time available to the best of our ability.

3. What Camps in Iraq have these facilities?

Currently videoconferencing is only available at Camp Cooke in Taji and Camp Fallujah. Camp Al Asad will be added in February 2005.

4. How does the scheduling process work?

The process should be initiated by both the family and the military service member serving in Iraq. In all cases the ability to schedule a videoconference is subject to the military person's availability in Iraq. Below is the preferred scheduling process:

- a) Families must first contact their service member in Iraq to let them know they can do a videoconference from Missouri. This may happen in reverse order too, especially as the military personnel become more familiar with the FCF.*
- b) The service member in Iraq should then work with their Commanding Officer and ask for permission to participate in a videoconferencing with their family.*

- c) *Upon approval of their Commanding Officer the service member should visit the Freedom Calls location at their camp and schedule a date and time for the videoconference.*
- d) *The service member should then contact their family and provide them with the scheduled date and time.*
- e) *The family should then complete the FCF/MTN videoconferencing request form. The form can be completed on line by accessing the MTN website at www.telehealth.muhealth.org. The form is also available for downloading to your computer or it can be obtained by calling MTN at (573) 884-7958.*

For computer users, this form is in PDF format and can be completed using Adobe Acrobat Reader. It can then be printed and faxed or mailed back to MTN. Anyone with Acrobat Standard or Professional versions can save the form to disk and e-mail it back.

- f) *The information on this form will allow us to coordinate and schedule the videoconference at the closest Missouri Telehealth Network site. MTN staff will also use this information to confirm the schedule with the family, service member, Missouri Telehealth Network site and the Freedom Calls Foundation.*

5. When should I arrive on the date of the videoconference and what do I need to bring with me?

On the day of your scheduled videoconference you should arrive at the telehealth facility at least 15 minutes in advance. So please plan your travel time accordingly.

If you want to video tape the session, please bring a blank VHS tape with you and give it to the site coordinator when you get to the telehealth room.

6. How many people can I bring with me?

The number of people that can attend varies by site. Some locations have very small rooms (exam rooms) and may be able to accommodate 3 people and others may be able to accommodate 7 or 8 people (conference rooms). The MTN staff will let you know how many people can be accommodated comfortably at your site. If you bring more than that number of people, you may need to rotate family members in and out of the room.

7. On what date will this program begin?

MTN hopes to begin this program on January 24, 2005, but this may be subject to change.

8. How does the call work?

- a) *Upon arrival at the facility you will “check-in” at a designated location (varies by site) and someone (site coordinator) will meet, greet and escort you to the telehealth videoconferencing room.*

- b) *The site coordinator should briefly go over what you can expect in terms of video and audio quality.*
- c) *The site coordinator should pan/tilt/zoom the camera to the best of their ability so that everyone in the room can be seen.*
- d) *If you have purchased and brought a VHS tape with you, the site coordinator should load it in the VCR and begin recording the session for you.*
- e) *The technicians at Camp Cooke or Camp Fallujah will make the call to your site and the site coordinator will answer the call as they would for any telehealth call.*
- f) *Once the call is established the site coordinator will leave the room so that your conversations are private. However, they will remain in close proximity should you need any technical support. The site coordinator may also “pop in” after the first 30 minutes of the session to make sure everything is going OK.*

9. How long are the calls in duration?

The calls typically last 60 minutes, but they could be longer if there are no other families waiting or no other military personnel waiting to use the system in Iraq.

10. What is it going to cost me?

It should not cost you anything! However, if you wish to make a voluntary donation to the University of Missouri Health Care/Missouri Telehealth Network, the Freedom Calls Foundation, or the host site (local hospital or clinic) feel free to do so.

11. At what times will these events take place?

Iraq is 9 hours ahead of us in time and most of the calls will take place from 5pm until 4am Iraq time. That means these calls will happen between 8am and 7pm in Missouri.

12. What if the local press wants to do a story on my visit?

This type of visit is definitely classified as “good news”. As such the press may want to do a story or an interview with you regarding your experience. The important part of doing a story or interview is that it will make more families aware of this program so that they can schedule a videoconference with their loved one in Iraq.

If your local telehealth facility would like to have the media cover your experience they will work with you and the media in your area. Whether or not you want to participate in the story or interview is totally up to you. Not only do we respect your privacy in these events we want members of the media to do the same.

13. What if my local telehealth site is busy at the time of the scheduled video conference?

Since the activity is driven by the schedule of the service member, we need to make every effort to conform to their schedule. However, if the local site cannot cancel a previously scheduled event, the MTN staff will work with the next closest facility to your home.