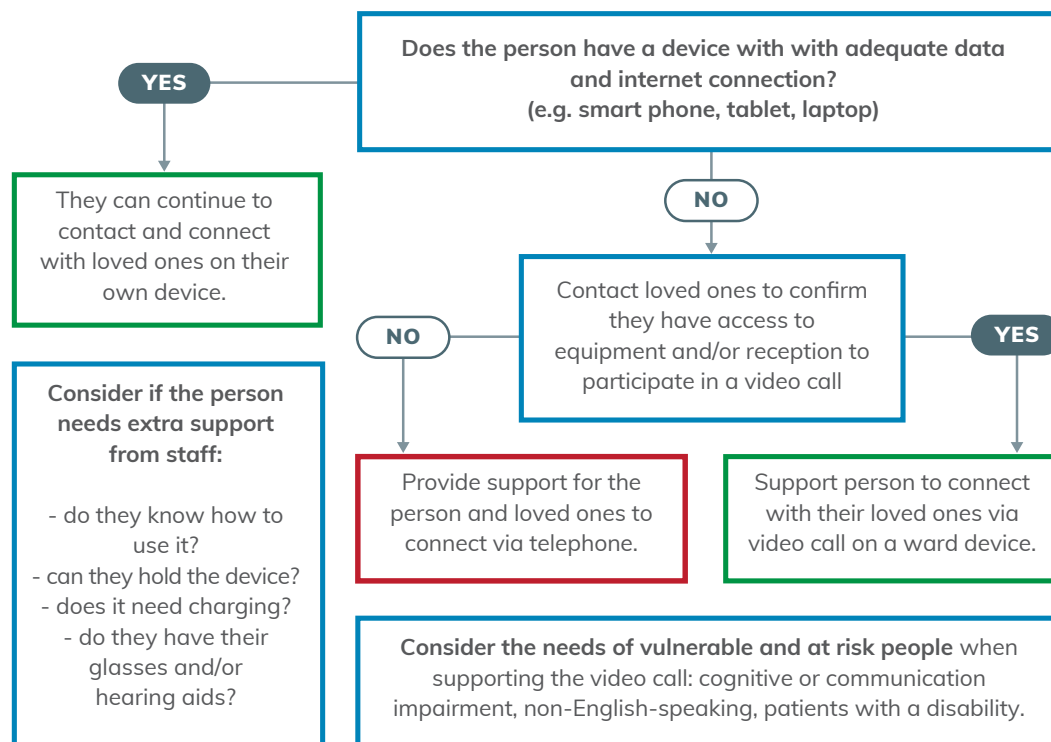


# Virtual visiting using myVirtualCare (using direct call): inpatient staff guide

## Stay Connected Program

It is important for patients to stay connected to families and carers for their social and emotional wellbeing. This guide outlines how health staff can support virtual visiting, using myVirtualCare (using direct call).

### Ways to facilitate virtual visiting



### Instructions for family and loved ones

1. At the time of the call you will receive a link via text message or email. Click the link.
2. Enter your name and select whether you are a relative, carer or friend and click 'next'.

3. When prompted to allow the platform to use the camera and microphone by clicking 'allow'.
4. Rate the audio and video and click 'finish'.

Resources to help loved ones use myVirtualCare are available on the Agency for Clinical Innovation (ACI) website at <https://aci.health.nsw.gov.au/statewide-programs/virtual-care/videoconferencing>

## Staff instructions to prepare for and conduct a connection call using myVirtualCare

- ✓ **Obtain and document consent for connection call in the medical record.**
  - If patient is unable to consent, discuss with their nominated contact.
  - If required, record the names of all approved people who can join a connection call with the patient.
- ✓ **Speak to the person nominated by the patient as the key contact.**
  - Ask them to coordinate with any other loved ones joining the call.
  - Arrange an agreed time and duration for the call.
  - Inform them that they will receive a text message or email at the time of the call.
- ✓ **Prepare the patient.**
  - Ensure patient is covered appropriately, and cares or procedures completed.
- ✓ **Prepare the connection call device.**
  - Log into myVirtualCare as a clinician.  
<https://myvirtualcaresso.health.nsw.gov.au/provider/#/welcome>
  - Test audio and video settings at top right of the screen.
  - Ensure the device is positioned appropriately and no other patients can be seen on the screen.
- ✓ **At agreed time start the connection call.**
  - Click 'Direct Call'.
  - Select 'Call' in your ward or department's room called
  - Invite participant(s) by text message or email by clicking the 'Invite participant' option on the top right of the screen.
  - Collapse the waiting room once all participants have entered the call.
- ✓ **Supervise connection call as required.**
  - Confirm with the loved one on the call who they are visiting virtually.
  - Advise any staff wanting to enter bed space that a connection call is in progress.
  - Ensure that patient's comfort and dignity are maintained throughout.
  - Ensure agreed timeframes are kept.
- ✓ **Conclude connection call when appropriate.**
  - Provide advice to the patient and loved ones on how to arrange another call.
  - End the call and select 'Disconnect all'.
  - Clean the device as per local infection control guidelines.

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