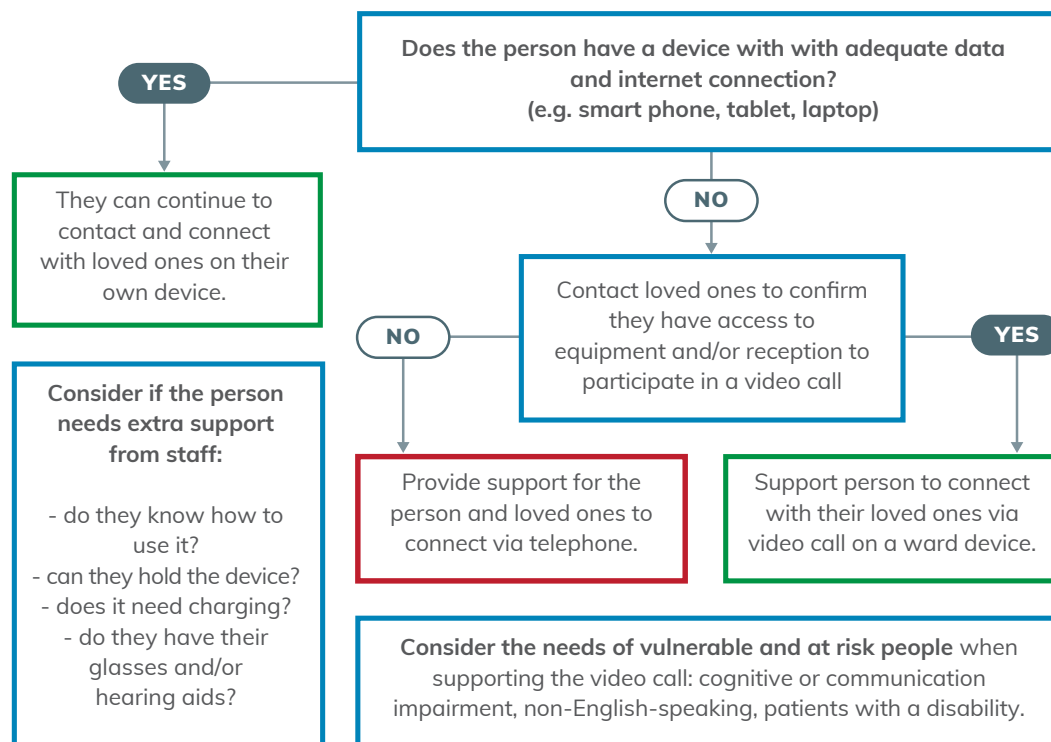


# Virtual visiting using myVirtualCare room link: inpatient staff guide

## 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 room link.

### Ways to facilitate virtual visiting



### Instructions for family and loved ones

1. Click the link that has been shared with you.
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, click 'allow'.

4. Rate the audio and video and click 'finish'.
5. You will stay in a virtual waiting room until admitted by a staff member.

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 using room link

The public link for the ward or department is:

- ✓ **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.
  - Provide the myVirtualCare public link and directions to resources (see overleaf).
- ✓ **Prepare the patient.**
  - Ensure the patient is covered appropriately and cares and procedures have been 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 the agreed time, commence connection of the call.**
  - Click 'My waiting queue'.
  - Locate the loved one in waiting room and click on their name and select 'Connect'.
  - If multiple loved ones are joining the call, expand the waiting queue, click on the additional participants name and select 'Add to 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 the bed space that a connection call is in progress.
  - Ensure that the patient's comfort, dignity and privacy 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' from the menu.
  - Clean the device as per local infection control guidelines.

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