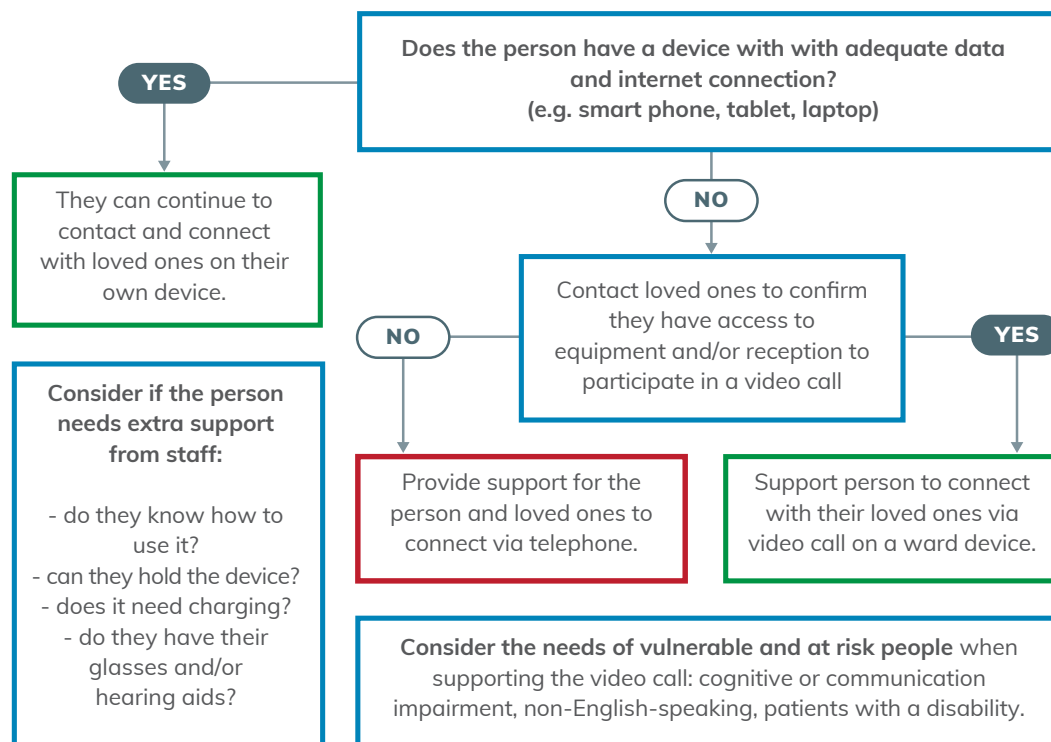


Virtual visiting using Pexip: inpatient staff guide

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 Pexip.

Ways to facilitate virtual visiting



Instructions for family and loved ones

1. Open a web browser and go to <https://conference.meet.health.nsw.gov.au/webapp/home>
2. Enter your full name and select 'Continue'.
3. Allow permission to camera and microphone.
4. Select the green video button.

5. Enter the virtual meeting room number in the search to call box and press the green video button.
6. You do not need a pin, simply select the green 'JOIN' button.
7. You will stay in a waiting room until admitted by a staff member.

Resources to help loved ones use Pexip 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 PEXIP

- ✓ **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 connection call.
 - Arrange an agreed time and duration for the call.
 - Provide the Pexip conference link, virtual meeting room number and directions to resources. The virtual meeting room numbers for the ward or department are

- ✓ **Prepare the patient.**
 - Ensure the patient is covered appropriately, and cares or procedures completed.
- ✓ **Prepare the connection call device.**
 - Start the connection call using the shortcut link.
 - Ensure the device is positioned appropriately and no other patients can be seen.
- ✓ **At agreed time start the connection call.**
 - When a loved one's name appears on left side of screen, click on the green tick next to their name. Repeat this as any other additional loved ones join.
- ✓ **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, dignity and privacy are maintained throughout.
 - Ensure that agreed timeframes are kept.
- ✓ **Conclude connection call when appropriate.**
 - Provide advice to the patient and loved ones on how to arrange another connection call.
 - Select '**Disconnect all**' from menu on left of screen.
 - Clean the device as per local infection control guidelines.

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