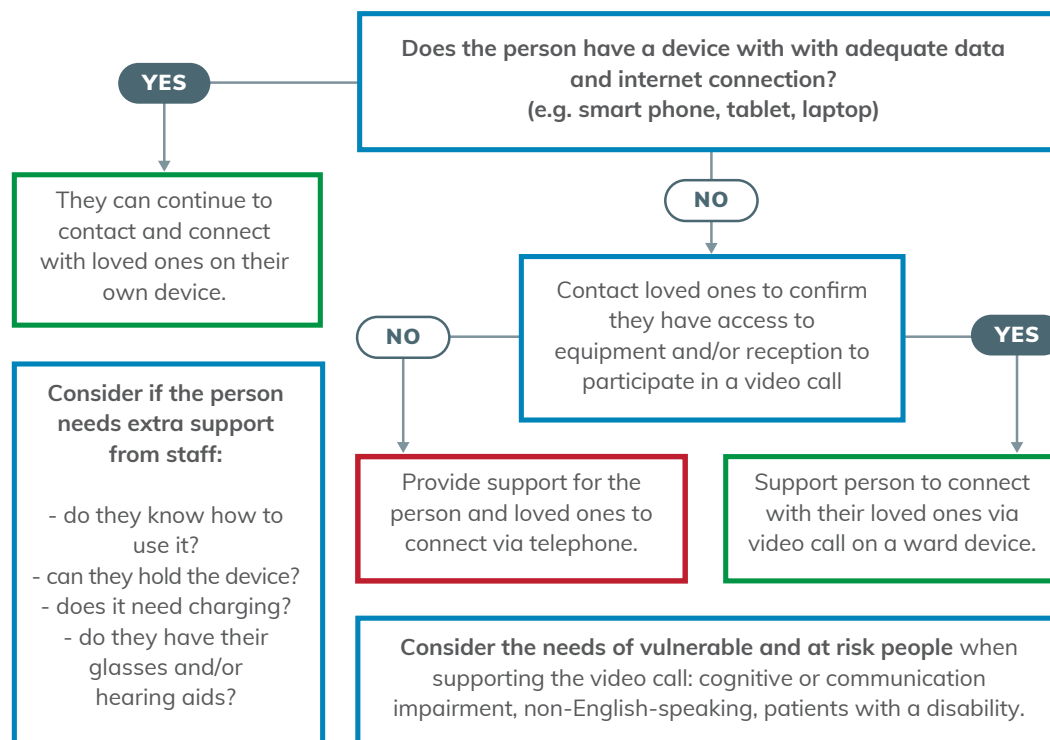


Virtual visiting using a videoconferencing cart: inpatient staff guide

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 a videoconferencing cart.

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 a videoconferencing cart

The number for the videoconferencing cart 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 connection call.
 - Arrange an agreed time and duration for the call.
 - Provide the Pexip conference link, virtual meeting room number and directions to resources.

- ✓ **Prepare the patient.**
 - Ensure the patient is covered appropriately and cares or procedures completed.

- ✓ **Prepare the connection call device.**
 - Ensure the device is positioned appropriately and no other patients can be seen.
 - Type in the Pexip conference virtual meeting room number and enter the host pin.

- ✓ **At agreed time start the connection call.**
 - When loved ones are present, unlock the conference to allow loved ones in.
 - Confirm with the loved one on the call who they are visiting virtually.
 - Lock the conference for privacy reasons.

- ✓ **Supervise connection call as required.**
 - 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 agreed timeframes are kept.

- ✓ **Conclude connection call when appropriate.**
 - Provide advice to the patient and loved ones on how to arrange another connection call.
 - End call.
 - Clean the device as per local infection control guidelines.

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