

Virtual Visitations

Nursing Unit Reference Guide



iPad Virtual Visits for Families and Caregivers to Inpatients

Cleveland Clinic-issued iPads are now available on most units to hold virtual visits between select patients and their loved ones and to directly connect caregivers for inpatient consults.



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Virtual Visits for Inpatients Overview

A limited number of Cleveland Clinic iPads have been allocated to each unit to share. Each unit will be responsible for the care, storage and usage of these devices. Care team members will assist interested patients with virtual visits using Microsoft Teams on the Cleveland Clinic iPad for a Skype meeting with family/visitors.

- All virtual visits will be scheduled ahead of time on the official Unit Virtual Visit Log (see pages 4-5).
- Virtual visits should be limited to approximately 30 minutes in length to allow each patient the opportunity to visit and caregivers the ability to work these visits in among their other care responsibilities.
- Encourage patients who have access and knowledge of their own mobile devices to use them for virtual visits with family to decrease the demand for the Cleveland Clinic iPads.
 - Instructions for using FaceTime, Google Hangouts and Skype apps are available to distribute to patients who are interested in using their own phone to connect (see pages 11-16).

PLEASE NOTE: In the near future, these iPads will also be used to connect providers to inpatients. These visits will be done using EPIC Canto instead of the Microsoft Teams application.

Tracking Logs

Unit Name		Today's Date									
		OPE will call the Unit with this information prior to the scheduled appt. time									
Time	Device #	Your Name, Title	Patient Name	Room #	MRN	Visit Type F=Family C=Caregiver	Family Visits Only Visitor Name, Relation, & Phone #	Family Contact	Caregiver Visits Only Caregiver Name & Service		
EXAMPLE	1	Jenny Jones, RN	Sam Smith	204-01	123456789	F	Susize Smith, Wife, 440-000-0000	jsmith@skype.com			
0700-0730											
0730-0800											
0800-0830											
0800-0830											
0830-0900											
0900-0930											
0930-1000											
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1630-1700											
1700-1730											
1730-1800											
1800-1830											

This unit has 2 allocated devices: Device #01 and Device #02



Tracking Logs

Unit Name		Today's Date									
		<i>OPF will call the Unit with this information prior to the scheduled appt. time</i>									
Time	Device #	Your Name, Title	Patient Name	Room #	MRN	Visit Type F-Family C-Caregiver	Family Visits Only Visitor Name, Relation & Phone #	Family Contact	Caregiver Visits Only Caregiver Name & Service		
EXAMPLE	1	Jenny Jones, RN	Sam Smith	204-01	123456789	F	Susize Smith, Wife, 440-000-0000	ssmith@skype.com			
1830-1900											
1900-1930											
1930-2000											
2000-2030											
2030-2100											
2100-2130											
2130-0000											
0000-0030											
0030-0100											
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0500-0530											
0530-0600											
0600-0630											
0630-0700											

This unit has 2 allocated devices: Device #01 and Device #02



Setting Up Family and Visitor Virtual Visits

Nursing Unit Staff Will:

- Determine if patient has their own smart device and the ability to connect with family. If so, they should use the Cleveland Clinic guest network or their cellular phone plan and their own app when possible.
- Identify patient interest and ability with smart device setup for a virtual family conference.
- Determine with the patient just **one** contact person that the patient would prefer to conference with and two potential one-hour time slots for this visit.
- Consult Unit Virtual Visit Log to determine an available date and time block. Schedule/document that family visit on the schedule.
- **Enter RedCap record (preferred) at <https://is.gd/OPECONNECT> or call OPE at 216.444.7500 with:**
 - Requested date and time for virtual visit
 - Hospital
 - Unit
 - Caregiver name | Unit phone number
 - Patient name | Room and bed number | MRN | Room phone number
 - Two possible 60-minute time options for visit (i.e. 13:00 –14:00 or 21:00-22:00). Family contact person will then identify which of these two options works best for their schedule and will anticipate a call some time during this 60-minute window.
 - Patient’s preferred connection name | Preferred connection phone number
 - Is the patient under isolation precautions?

Setting Up Family and Visitor Virtual Visits *continued*

OPE Will:

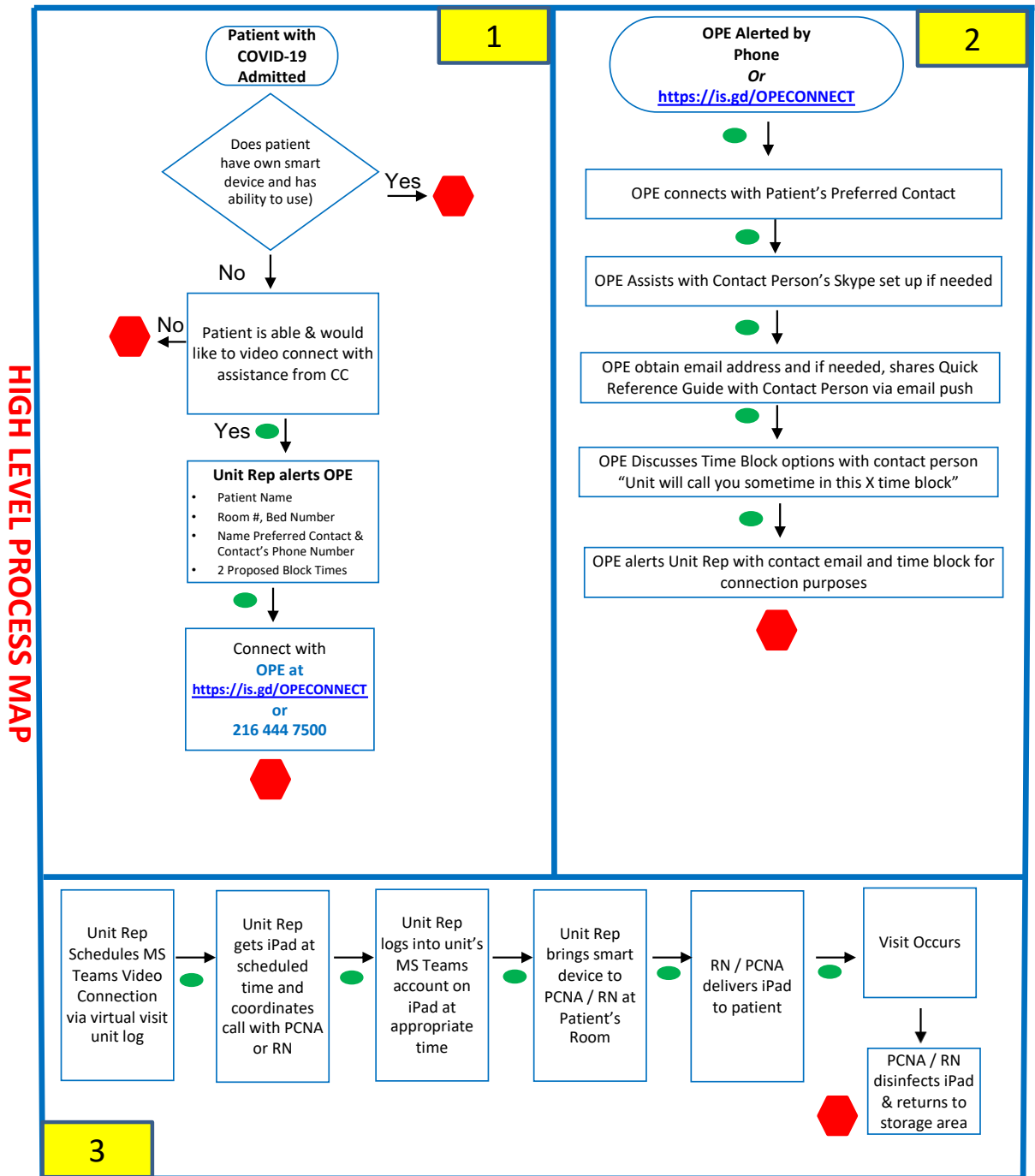
- Call the preferred contact to notify of visit time and help them activate a personal Skype account (if needed).
- Offer two different one-hour time slots to the preferred contact for these calls. Even though these are 30-minute calls, the extra time will give the caregiver team a time range in which to make this virtual visitation.
- Call the unit back and provide the preferred contact the Skype email address and the time of the visit preferred by the contact. This information will be documented on the Unit Virtual Visit Log by the unit representative.

At Time of Virtual Visitation:

- Unit staff will log onto the iPad using unit pin to unlock.
- Log onto the MS Teams app using the information provided by OPE (on the Unit Virtual Visit Log).
- Assist the patient during the call as needed.
- Disinfect the iPad and return it to the storage space on the unit following the call. (See page 10.)

Process Map

Process Name:	Virtual Contact with Visitors (COVID-19 Pandemic Workflow) HIGH LEVEL PROCESS MAP				
Date Created:	3.24.2020	Start Step:	COVID-19+ Admitted to Unit	End Step:	Smart device is disinfected



Device Cleaning Guidelines

1. iPads, cases and charging cords MUST be thoroughly cleaned before and after each virtual visit using the purple top container wipes (PDI Super Sani Wipes) or wipes that do not contain bleach (bleach makes the screens cloudy).
2. Ensure proper personal protective equipment (hand sanitizer, gloves, face masks, eye wear, gowns) is available for all caregivers giving and collecting iPads to/from the patient.
3. Before usage and handling of the device, patient's hands should be sanitized.
4. Remember to practice frequent handwashing, no touching of face, etc.

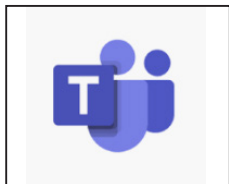
How to Set Up and Use Microsoft Teams on an iPad

Quick reference guide for nurses/patients

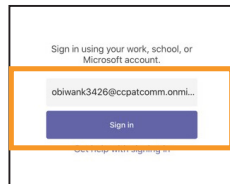
The intent of this Microsoft Teams app is strictly for visitation purposes only, not for the care team to provide clinical updates to the family.

How To Use Microsoft Teams on an iPad

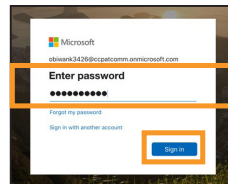
1. Tap the **Microsoft Teams** app to launch it on the iPad.



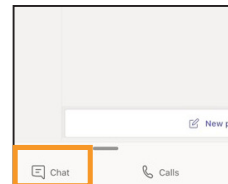
2. Type in the **email address (from OPE)**. Click the **Sign in** button.



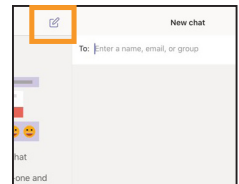
3. Type in the universal password **Abcd1234** to log in to the Microsoft Teams app. Click the **Sign in** button.



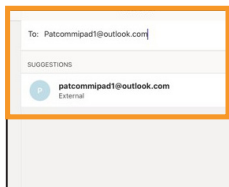
4. Click on the **Chat** button at the bottom of the screen.



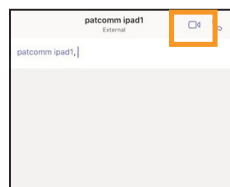
5. Click on the **Pencil** button at the top of the screen to enter the Skype account email of the family member being called.



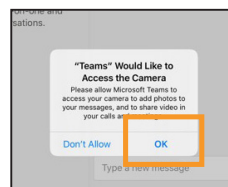
6. The email will show as a suggestion with the word “External” underneath it. Option appears to click on the suggested email address.



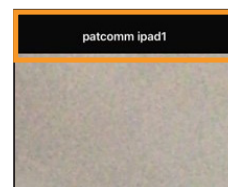
7. Click on the **video camera** to begin a video call.



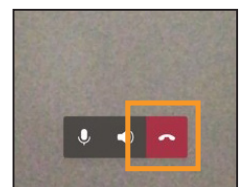
8. Prompt may appear to allow access to the camera. Click the **OK** button to allow.



9. The name of the recipient email shows at the top of the screen. Once the recipient answers, the call begins.



10. When call is completed, simply click the **red phone** icon to hang up.



Troubleshooting

Microsoft Teams is Not Working on the iPad

1. Make sure that your device has a Wi-Fi connection to the Internet.
2. Go to **Settings > Teams** app and make sure that the microphone is switched to on.
If troubleshooting efforts don't work, please contact the ITD Service Desk at 216.444.4357 for support.



For Apple iPhone or iPad

How to make a FaceTime video call on your own device



We understand how important it is for you to receive support from your loved ones and friends while you are in the hospital. Below are instructions on how to stay connected using a video call.

First, confirm your contact/loved one has also downloaded the app you intend to use.

Get your phone ready



Make sure your phone is charged. You don't want your call dropped!



Make sure you are connected to Cleveland Clinic's public Wi-Fi.

To ensure your privacy, we ask that you end calls when your care team is in the room and providing care.

Turn on FaceTime on your device



Open the FaceTime app and sign in with your Apple ID.



Go to Settings and turn on FaceTime (set it to green).



Adapted for Cleveland Clinic with permission from Stanford Health Care.

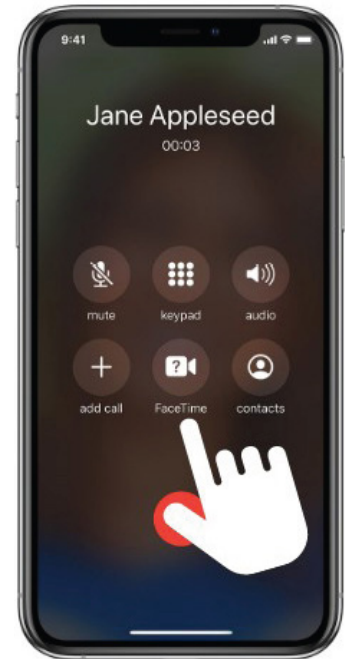




- 1 Tap on the FaceTime app to launch it on your iPhone or iPad.



Note: You can also start a FaceTime video call from your iPhone during a phone call.

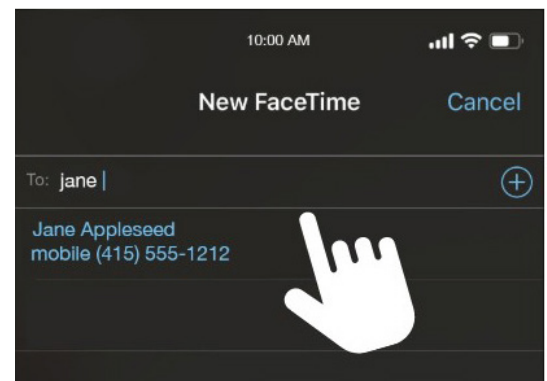


- 2 Tap the + button (top right corner).

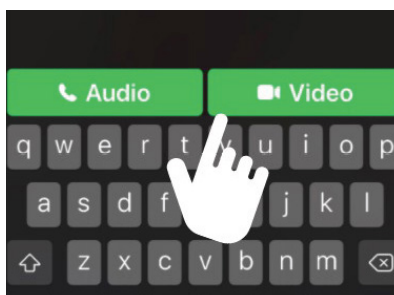


- 3 Type the name, email address or phone number in the "To" field.

Enter more names, email addresses or phone numbers if you want to create a group FaceTime call.



- 4 Tap on video button (or audio) to start the call.



- 5 Tap the red button to hang up or close a call.



For iPhone or Android

How to make a Google Hangouts video call on your own device



We understand how important it is for you to receive support from your loved ones and friends while you are in the hospital. Below are instructions on how to stay connected using a video call.

First, confirm your contact/loved one has also downloaded the app you intend to use.

Get your phone ready



Make sure your phone is charged. You don't want your call dropped!



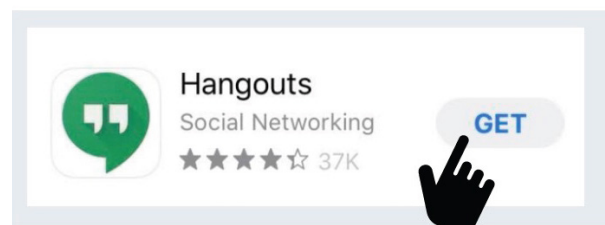
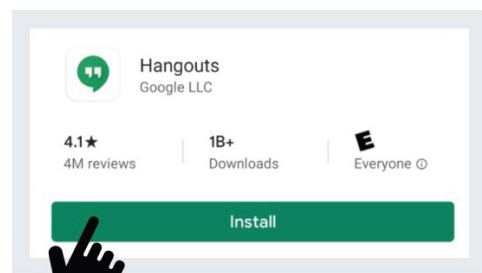
Make sure you are connected to Cleveland Clinic's public Wi-Fi.

To ensure your privacy, we ask that you end calls when your care team is in the room and providing care.

Download the Google Hangouts App on your device



Go to your device's app store to download the Google Hangouts app.



- 1** Tap on the Google Hangouts app to launch it on your device.

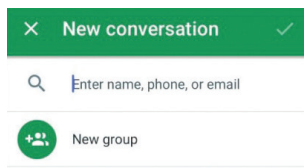


- 2** **Apple:**
Tap contacts button.

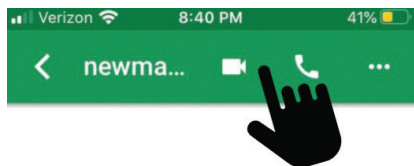
Android:
Tap compose button.



- 3** **Apple iPhone:**
Type a person's name and select them from the search results.

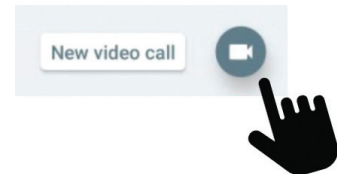


Tap on video button.

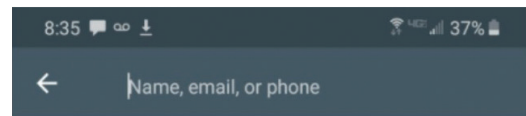


Apple iPad: Open a video call by opening a Google Hangouts conversation and swiping from right to left.

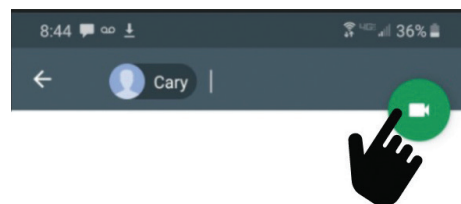
- Android:**
Tap new video call.



Type or select the person you want to invite to your video call.



Tap on video button.



- 4** Tap the red button to hang up or close a call.



For iPhone or Android

How to make a Skype video call on your own device



We understand how important it is for you to receive support from your loved ones and friends while you are in the hospital. Below are instructions on how to stay connected using a video call.

First, confirm your contact/loved one has also downloaded the app you intend to use.

Get your phone ready



Make sure your phone is charged. You don't want your call dropped!



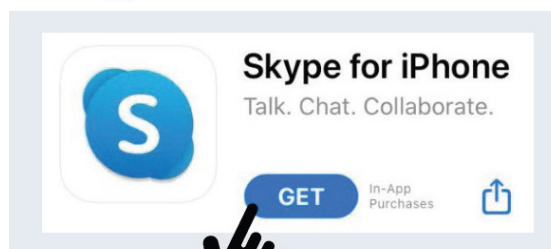
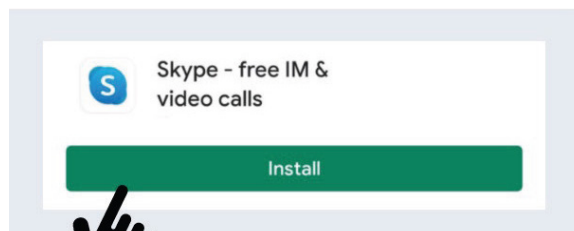
Make sure you are connected to Cleveland Clinic's public Wi-Fi.

To ensure your privacy, we ask that you end calls when your care team is in the room and providing care.

Download the Skype app on your device



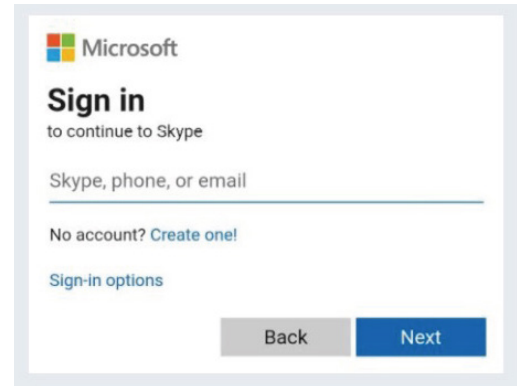
Go to your device's app store to download the Skype app.



- 1** Tap on the Skype app to launch it on your device.



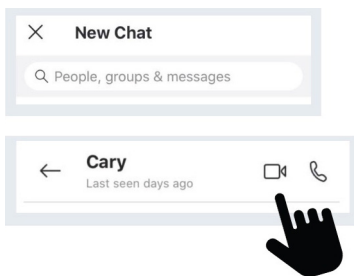
- 2** Sign into your account.



- 3** **Apple iPhone:** Tap on pencil icon to start new chat.



Type a person's name and select them from the search results.

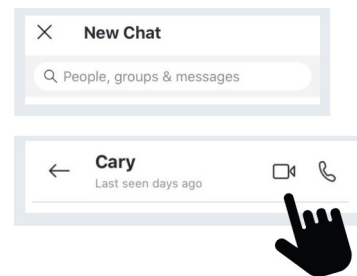


Tap on video button.

- Android:** Tap on blue pencil icon to start a new chat.



Type a person's name and select them from the search results.



- 4** Tap the red phone button to hang up or close a call.



- Tap the red phone button to hang up or close a call.



When Operational: **How To Set Up Caregiver Virtual Visits**

Provider or Caregiver Will

- Call the unit to notify them of the desire to perform a virtual consult with the patient and request a time for the visit.

Nursing Unit Staff Will

- Determine available Time Slots for a virtual visit and relay information to provider.

When Operational: **At time of virtual caregiver visit**

- Unit staff log onto iPad using unit pin to unlock.
- Use their personal Epic Account to log onto Canto, the Epic iPad Mobile App.
- Accept the incoming call from the provider and assist the patient and provider during the visit as needed.
- Disinfect the iPad and return to storage space on unit after the call.



Every life deserves world class care.

9500 Euclid Ave., Cleveland, OH 44195

Cleveland Clinic is a nonprofit, multispecialty academic medical center integrating clinical and hospital care with research and education for better patient outcomes and experience. More than 3,900 staff physicians and researchers in 180 medical specialties provide services through 26 clinical and special expertise institutes. Cleveland Clinic comprises a main campus, 11 regional hospitals and more than 150 outpatient locations, with 19 family health centers and three health and wellness centers in northern Ohio, as well as medical facilities in Florida, Nevada, Toronto and Abu Dhabi. Cleveland Clinic is currently ranked as one of the nation's top hospitals by *U.S. News & World Report*.
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