

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 using the AmWellNow app.



Table of Contents

For Nurses:

Virtual Visits for Inpatients Overview.....	4
Tracking Logs.....	5
Setting Up Family and Visitor Virtual Visits.....	7
How to Set-Up and Use AmWellNow.....	8
Process Map.....	9
Device Cleaning Guidelines.....	10

For Patients:

Guides for Patients Who Can Use Their Own Device.....	11
---	----

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 AmWellNow on the Cleveland Clinic iPad for a 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).



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 a contact person with whom the patient would prefer to visit virtually.
- Consult Unit Virtual Visit Log to determine an available date and time block. Schedule/document that family visit on the schedule.
- **Get name and phone number or email of preferred contact and use AmWellNow app on shared iPad per the Quick Reference Guide on page 8.**

How to Set-up and Use the AmWellNow App on an iPad

Quick Reference Guide for Nurse/Patient

AmWellNow can be used to connect with all operating systems (iPhone, Android, tablets, computers)

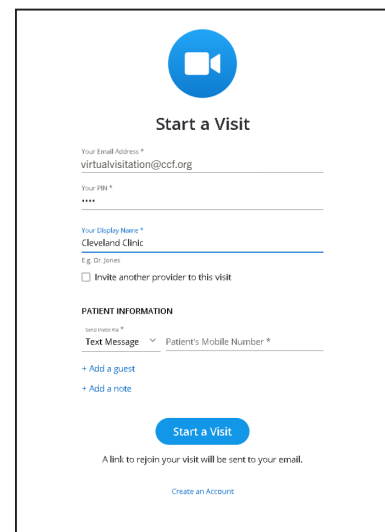
How to use the AmWellNow app on an iPad

1. Tap the AmwellNow app to launch it on the iPad.

2. Type in the universal email address: **virtualvisitation@ccf.org**.
Type in the universal pin: **1234**.
Type in the universal display name: **Cleveland Clinic**.

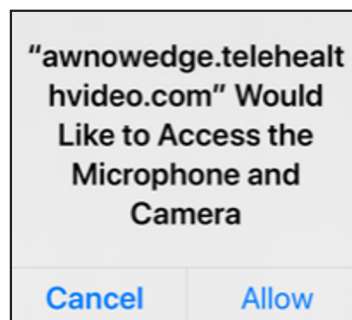
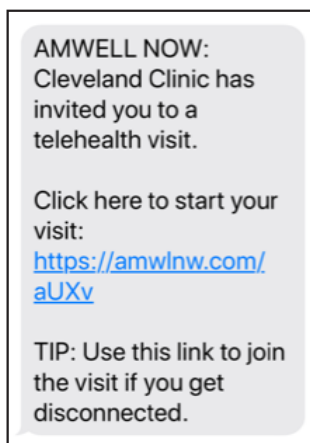
Note: After you add this information once, you will only have to enter the pin (1234) each time you make a visit.

Type in either mobile number or email address of the family member you would like to reach.

Click on **“Start a Visit.”**



3. **The family member** will receive a text or email to join a telehealth visit. Once the family clicks on the link, the call will begin.
4. A prompt may appear to allow access to the microphone and camera. Click the **allow** button.
5. Once the family member joins, you will see them on the screen. The visit will take place at this time. Please turn the iPad horizontally and ask the family member to do the same.



6. When call is completed, simply touch the screen and then click on the red circle icon to hang up.

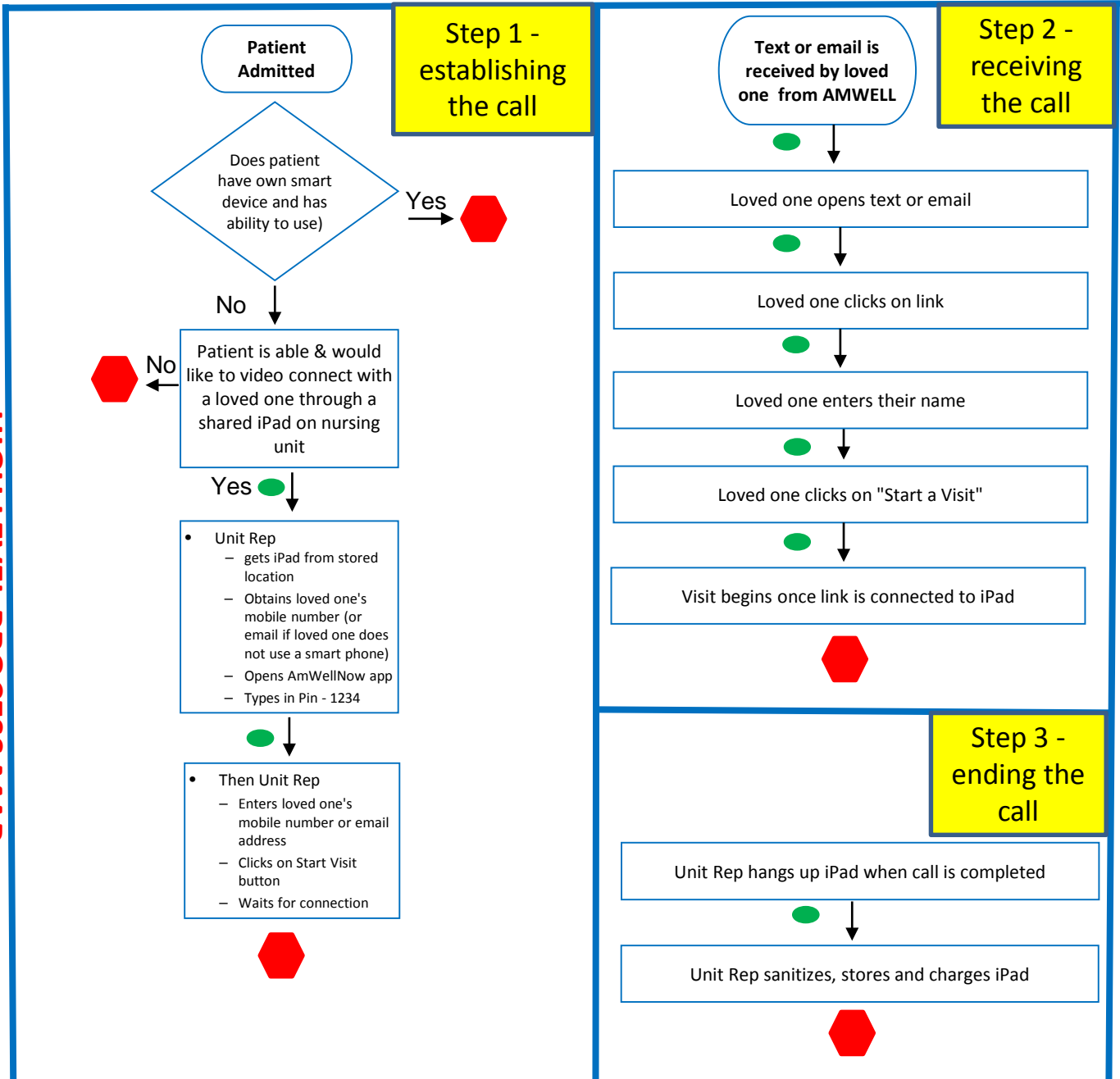


If troubleshooting efforts don't work, please contact AmWellNow support at 833.392.0637.

Process Map

Process Name:	Virtual Visitation with Loved Ones (Shared iPad Nursing Workflow) HIGH LEVEL PROCESS MAP				
Date Created:	10.30.2020	Start Step:	Patient Admitted to Unit	End Step:	Smart device is disinfected

HIGH LEVEL PROCESS MAP



Helpful Hints:

- Always make sure:
 - virtualvisitation@ccf.org** is the universal email
 - 1234** is the universal pin
 - Cleveland Clinic** is the universal user name
- Turn iPad horizontally for better viewing
- Contact virtualvisitation@ccf.org if you have questions about the process.

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.

The following information is for patients who bring in their own mobile devices and need assistance with connecting from their own device



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).



How to make a FaceTime video call:

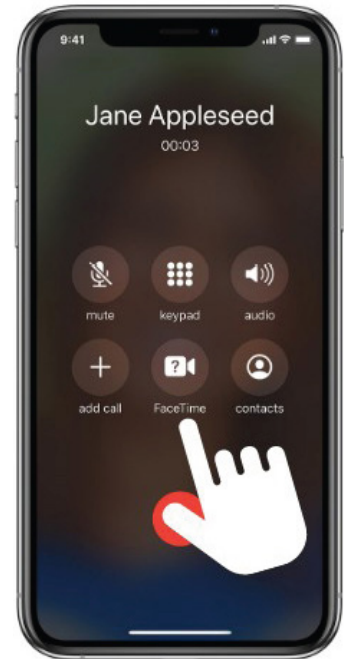


1

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

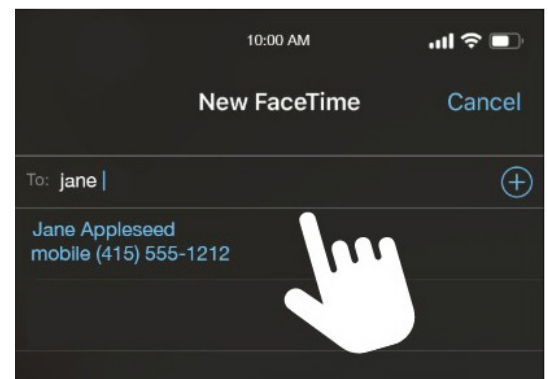
Tap the + button (top right corner).



3

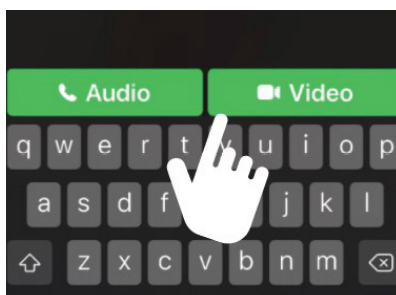
Type the name, email address or phone number in the “To” field.

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 more information on using FaceTime, visit the Apple support website:
<https://support.apple.com/en-us/HT204380>

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!



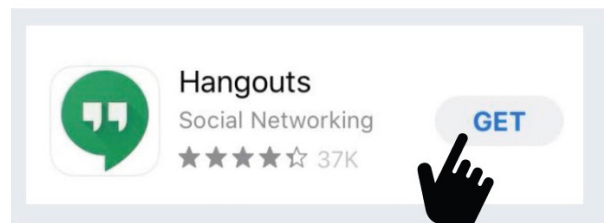
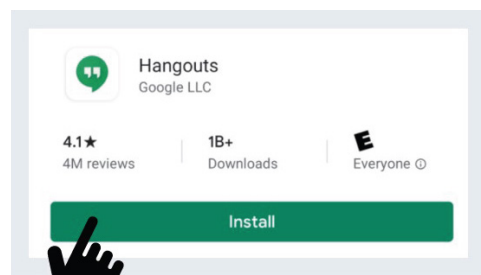
Make sure you are connected to Cleveland Clinic's public Wi-Fi.

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.



How to make a Google Hangouts video call:



1

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



2

Apple:

Tap contacts button.

Android:

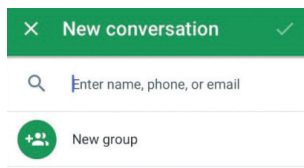
Tap compose button.



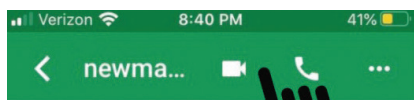
3

Apple iPhone:

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



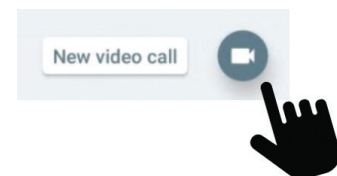
Tap on video button.



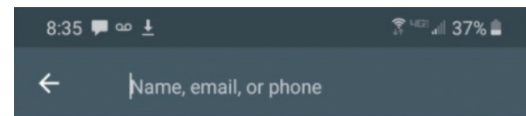
Apple iPad: Open a video call by opening a Google Hangouts conversation and swiping from right to left.

Android:

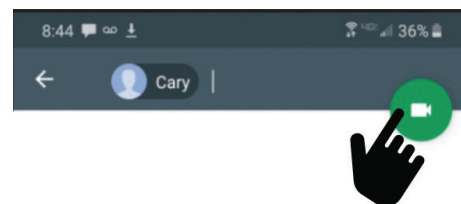
Tap new video call.



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 more information on using the Google Hangouts app, visit the Google support website: <https://support.google.com/hangouts/>

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!



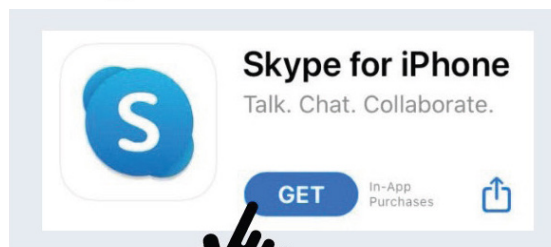
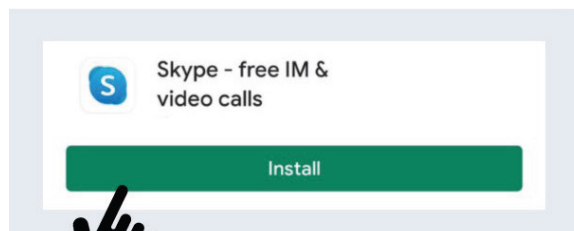
Make sure you are connected to Cleveland Clinic's public Wi-Fi.

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.



How to make a Skype video call:



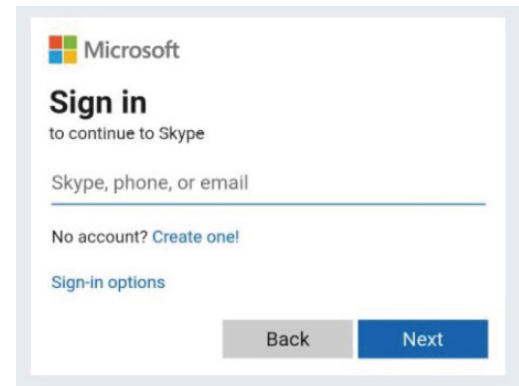
1

Tap on the Skype app to launch it on your device.



2

Sign into your account.



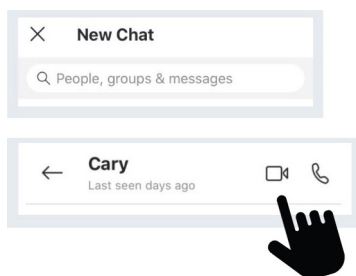
3

Apple iPhone:

Tap on pencil icon to start new chat.



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



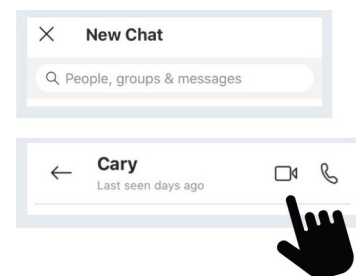
Tap on video button.

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.



For more information on using the Skype app, visit the Skype support website: <https://support.skype.com/>



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*.
clevelandclinic.org

©2020 The Cleveland Clinic Foundation