**Virtual Video Visits Overview**

Virtual Video Visits (VVV) occur by several means:

1. Virtual Visitor Coordinators (VVC) arrange and provide ‘virtual video visits’ by FaceTime or Skype to hospital patients who are unable to arrange video visits with their family and friends themselves. VVC’s work seven days a week and patients have scheduled visits, up to 3 times a week, with visits lasting approximately 15 minutes (length of visits varies based on demand).
2. Unit staff arrange and provide ‘virtual video visits’ in the ICU, Dedicated COVID Care Unit (3A), Adult Mental Health Unit and Forensics Unit.
3. Telemedicine provides assistance to the VVCs as needed to accommodate special requests and ensure they are handled in a timely manner, which includes end of life support. These requests are funneled through the VVCs.
4. Additional support for virtual visits is provided by unit specific staff when VVCs are unavailable, such as after hours. iPads have been secured for each unit to assist in this regard. VVCs continue to provide integral support in these virtual visits, including coordinating contact information and providing technology training.

**Virtual Visits Overview**

**Schedule**

* Priority is given to ensure virtual video visits occur for patients who are rapidly declining and end of life
* Available on unit 0930-1615 Tuesday – Sunday; Monday for special requests
* As of April 9, 2020 scheduled visit times per unit are:
  + 1A – Tues, Thurs, Saturday (0930-1100)
  + 3B – Tues, Thurs, Saturday (1245-1415)
  + 3C – Tues, Thurs, Saturday (1445-1615)
  + 2A – Wednesday, Friday, Sunday (0930-1100)
  + 2B – Wednesday, Friday, Sunday (1245-1415)
  + 2C – Wednesday, Friday, Sunday (1445-1615)
* Exceptions to this schedule may be possible under special circumstances. Please call the Virtual Visitor Coordinator for such requests at (807) 633-4707 (voicemails can be left on this number).
* Please note the service is subject to change with limited notice.
* Staff on ICU, TCU, AMH, 3A-DCCO will provide these services; 1B & 1C are not on the schedule at this time as they are permitted Essential Care Partners, however they can submit requests for the service when needed and it will be accommodated.

**Considerations**

* Maximum of two visitor devices simultaneously on the call recommended. Having multiple people on one device can occur, however amount of time to visit with each may be more limited.
* Length of visit will fluctuate based on demand. Our goal is to provide visits of no less than 10 minutes.

**Criteria**

* Do not have an Essential Care Partner (ECP)
* Do not have their own technology e.g. smart phone OR have technology but don’t know how to use it and require training
* Patient has the ability and desire to visit with friends/family virtually
* Patient has friends/family who have the ability and desire to visit virtually
* Friends/family have access to appropriate technology for the type of visit and are capable of using it
* Friends/family are available to visit during scheduled time

**Exceptions to the Criteria**

* Patient who has an ECP, but has a need to visit with friends/family who are not the ECP
* Patient who is unable to access their own technology independently
* Alternate visit times may be possible when friends/family are not available during scheduled time
* Longer visits than usual for special circumstances will be arranged e.g. patient declining rapidly

**Exclusions**

* Patients who are unable to participate e.g. unable to communicate, too sick, confused; or are repeatedly disrespectful towards the VVC
* Patients friends/family who are unable to navigate the technology or are repeatedly disrespectful towards the VVC
* Patients with a short admission stay e.g. uncomplicated surgery, delivery, etc.
* If a unit is on outbreak – either last stop of day or dedicated iPad on unit for staff to deliver service

**Process for Identifying Patients**

* Any staff, patient or family member can submit a request for virtual visits by calling (807) 633-4707.
* VVC will email Patient Flow Coordinators on Monday’s to confirm the list of patients on their unit accessing virtual video visits

**Coordinating the Visit**

* VVC will contact the visitor by phone to:
  + Confirm that they want to visit the patient
  + Confirm if they will be using FaceTime or Skype, that they are comfortable using, and if not suggest they use phone calls or learn how to use the technology
  + Confirm the visitor’s contact information
  + Provide an overview of what to expect and confirm when to expect the visit(s)
* VVC will provide the VVC cell number (807-633-4707) in case they have follow up questions

**Prep for Virtual Visits**

VVC will:

* Place the patient on the list in the VV binder
* Load the iPads, battery charger, charging cable, binder and cell phone in the laptop bag
* Go to the units at the scheduled times
* Offer virtual visits using FaceTime or Skype – multiple visits may be possible simultaneously

**Providing Virtual Visits**

VVC will:

* Check on patient’s status with nurse
* Don appropriate PPE – as per what the unit staff wear with that patient
* NOD (name, occupation, do)
* Confirm if patient wants to have a virtual visit and with who
  + If yes continue with call/video
  + If not, ask if they want to contact the visitor or have you contact visitor to let them know there won’t be a visit that day
* Connect virtual visit and confirm time limit for visit with patient and visitor once connected
* Depending on patient’s need, stay in the room or check in regularly to ensure connection is maintained
* Provide two minute warning and end the call at the maximum time limit, if visit doesn’t end sooner on its own
* Clean the equipment
  + Don gloves
  + Take two Oxiver wipes
  + Take the equipment with the wipes
  + Wipe down the equipment with the wipes
  + Let it dry for 1 minute
  + In the patient room, use the wipes to turn on tap
  + Dampen a paper towel
  + Turn tap off with wipes
  + Discard the wipes
  + Wipe down the equipment with a damp paper towel and discard the wet paper towel
  + Grab a dry paper towel, wipe down the equipment with it and discard the dry paper towel
* Delete contact information from FaceTime or Skype for patients who are not expected to have any further visits; or document iPad # beside patient name so that contact information can be recalled for follow up visits
* Return the clean iPad to the laptop bag or take the next patient

Updated – May 11, 2020