

# BLYTHEDALE CHILDREN'S HOSPITAL

## Steven and Alexandra Cohen Pediatric Long Term Care Pavilion Policies and Procedures

		Manual Code
<b>POLICY: BEDSIDE VIRTUAL VISITS</b>		
EFFECTIVE DATE: 3/2020	REVISED DATE: NA	SUPERCEDES: NA

### POLICY

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The Steven and Alexandra Cohen Pediatric LTC Pavilion shall ensure that staff responsible for conducting Virtual Visit sessions connecting residents with their family and friends are fully aware of the requirements, has been provided the appropriate level of training, acts in accordance with the organizations data protection procedures and uses only facility equipment. Virtual Visits are intended for social interaction only and at no time shall medical information be discussed. Information regarding Virtual Visits will be part of all LTC staff new employee in-service.

### PROCEDURE

Responsibility	Action
1. Resident/Responsible Party	Indicates desire for a Virtual Visit by notifying the LTC designated team.
2. Social Work/Therapeutic Recreation	Coordinates mutually agreeable time for Virtual Visit.
3. Social Work	Obtains parent or guardian consent and ensures consent is placed into EMR (ATTACHMENT).
4. Therapeutic Recreation Team	<ol style="list-style-type: none"> <li>1. Ensures TR staff using Virtual Visit are in-serviced on the Cisco system.               <ol style="list-style-type: none"> <li>a. All Virtual Visits are to be conducted by Therapeutic Recreation staff only.</li> <li>b. Place a “Virtual Visit Session In Progress” – sign outside of the door of the room to ensure the session is not interrupted.</li> <li>c. Virtual Visit shall be conducted in a private area such as bedside.</li> </ol> </li> </ol>

	<ul style="list-style-type: none"> <li>d. Visits will be no longer than 10 minutes in duration unless agreed by both parties prior to the session.</li> <li>e. Login password shall not be shared with others.</li> <li>f. Ensure logoff at end of session.</li> <li>g. If a technical problem is encountered before, during or after the session call parent back on cellular phone.</li> <li>h. Under no circumstance shall an employee’s personal device be used for a Virtual Visit.</li> <li>i. Virtual Visit must be documented in the EMR by the TR member who facilitated the visit.</li> <li>j. TR staff must allow themselves enough time before the session to ensure they are logged in, the audio is working and the status is set to “online”.</li> <li>k. There will be no disclosure of medical information during the Virtual Visit, the visit is intended for social interaction only.</li> </ul>
<p>5. Policy Review</p>	<p>1. This policy will be reviewed annually to ensure it remains up to date and compliant with technology.</p>

ATTACHMENT – Consent