

Virtual Family Visit/Meeting Guide for Unit iPads

Unit iPads supplied by the Patient Experience Office are for use by any clinician on the unit. **iPads are not to be left at bedside for independent patient use.** iPads are loaded with FaceTime, Skype, Webex, Cyracom, and Patient & Family Education Video Library. Use them as needed to bring patients, families, and care team together.

Examples of use:

- Allow families to virtually visit with patients
- Hold family meetings with healthcare providers
- Connect clinicians, such as social workers, who are working remotely to their patients

Where to start:

1. **Prior to arranging a Family Visit/meeting**, confirm family has access to:
 - a. A smartphone or tablet with a camera **OR**
 - b. A computer with a webcam, microphone, and speakers
 - c. Good internet connectivity

2. What type of Virtual Family Visit/Meeting do you need?
 - a. **In the moment** virtual family visits/meetings –

Use FaceTime  [go to page 2](#) or  Skype [go to page 3](#)

- b. **Scheduled** virtual family visits/meetings (Family must have an email address) Use Webex– [go to page 9](#)



3. **Obtain verbal assent** from all who will be involved in the communication (does not need to be documented, only done following the recommended script): “We can help arrange [a discussion with the team and/or a video visit] today using [name of platform to be used]. It will be as secure as a general telephone call. Do you have any questions about using this platform? Are you okay with us proceeding?”



Questions? Contact Lori Mays: lam9a@virginia.edu

Technical Support for clinicians and families (including Unit iPad generic login to Webex and Skype):

Contact the Call Center: 434.924.0000

[Video Conferencing- Non-Clinical \(Webex\)](#)

How to Make a FaceTime Call (Apple® devices only)


1. Tap on the FaceTime app  to open
2. Tap the  plus button.
3. Type the person's phone number or email address.
4. When your contact(s) are in the "To:" field,

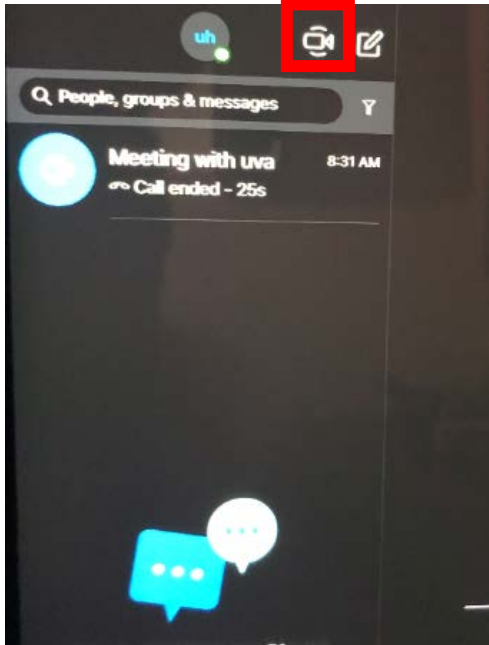
tap  for a voice-only call or  to video chat.

How to send a Skype Video Chat invitation from the Unit iPad

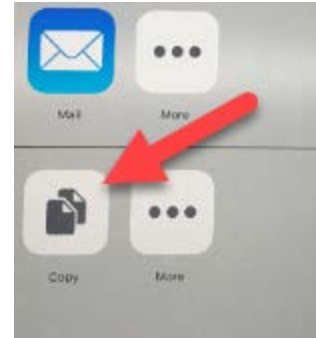
1. Tap on the Skype app



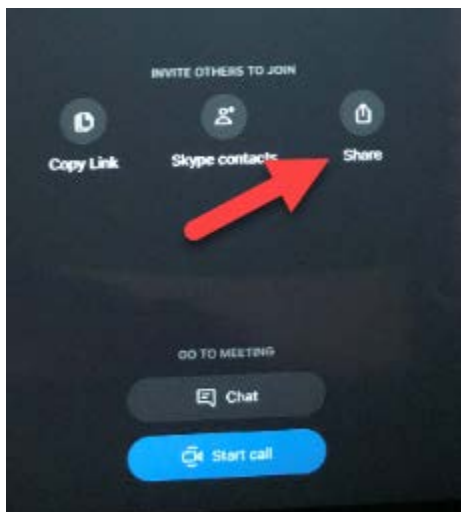
2. Tap  to open a video conference



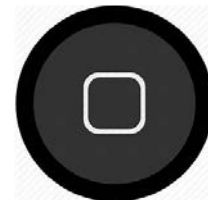
4. Tap Copy



3. Tap Share



5. Press home button on bottom iPad



How to send a Skype Video Chat invitation from the Unit iPad

6. Tap Send Text app  to text meeting information to family member

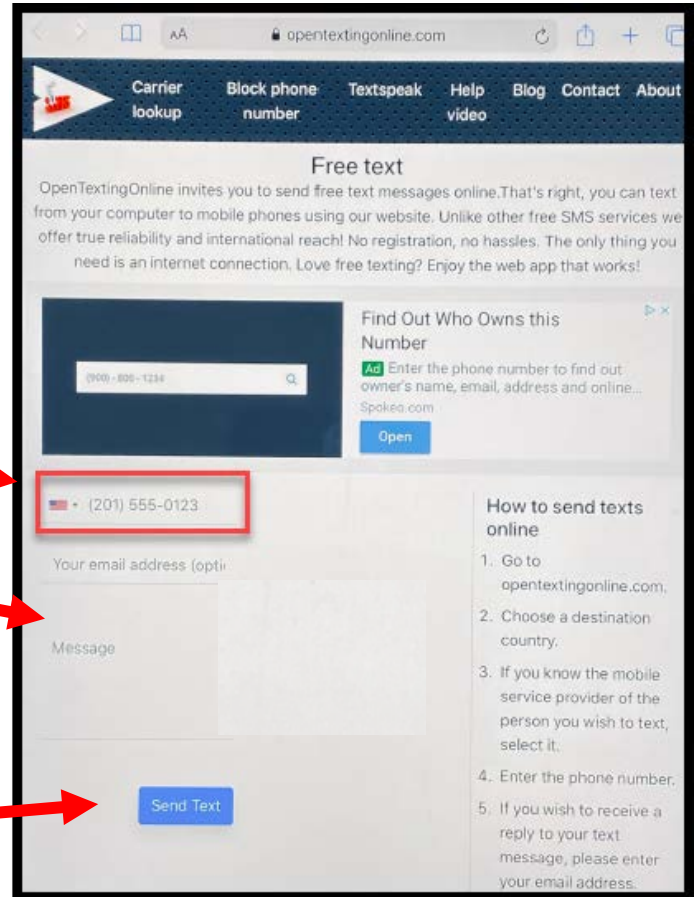
Note: Once the Send Text screen opens, you may need to click [Reload](#) at the top of the screen to reset the page.

7. Add a phone number of person receiving text message

8. Tap in the Message field

9. Tap  above the letter "W" to paste information

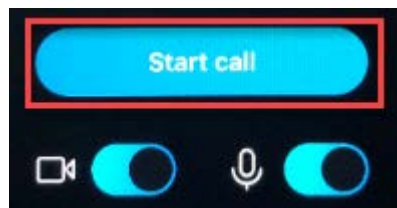
10. Tap Send Text



Note: To add additional people, after sending text, repeat steps 8- 11

11. Press the home button  on the iPad

12. Tap Skype app. 




13. Tap Start call

14. Wait for the family to join the video chat.

If a family member wishes to join from their tablet or PC, they can type the Skype URL that is generated in the text message into their Web Browser. If they are unable to receive a text, you can read the URL to them.



How to Join a Skype Video Chat

UVA Health is now using virtual visitation to connect patients with their families. We would like to invite you using Skype 

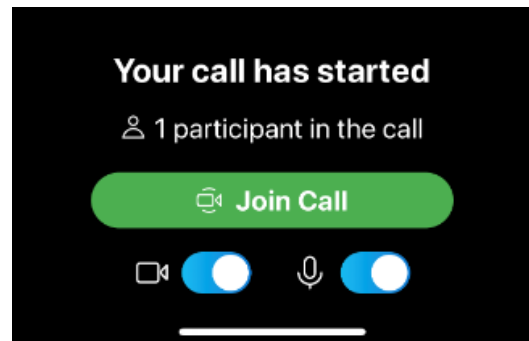
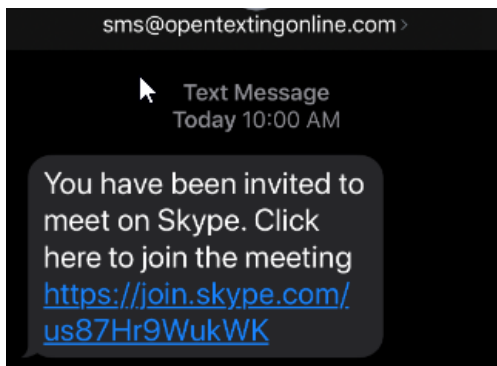
What technology will I need at home?

1. Make sure that you have:
 - a. A smartphone or tablet with a camera OR
 - b. A computer with a webcam, microphone, and speakers
 - c. Good internet connection

From your SmartPhone:

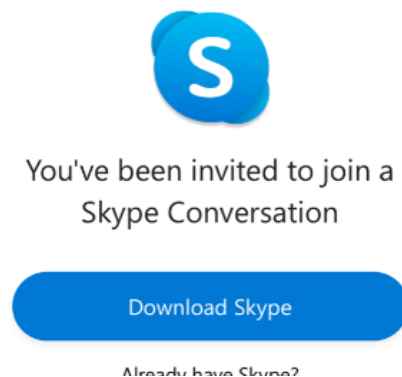
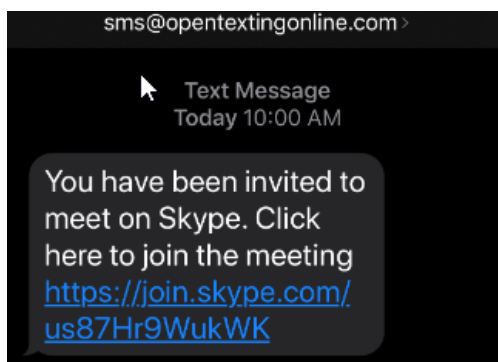
If you already have Skype installed

1. You will receive a text message with a link to the Skype meeting. Click on the link.
2. Click **Join Call**



If you do not have Skype installed

1. You will receive a text message with a link to the Skype meeting. Click on the link.
2. Click **Download Skype**

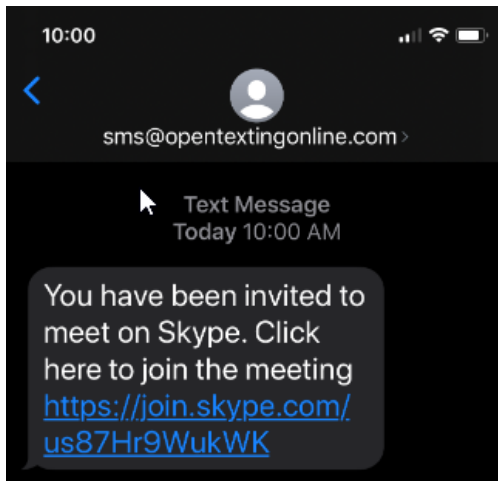


How to Join a Skype Video Chat

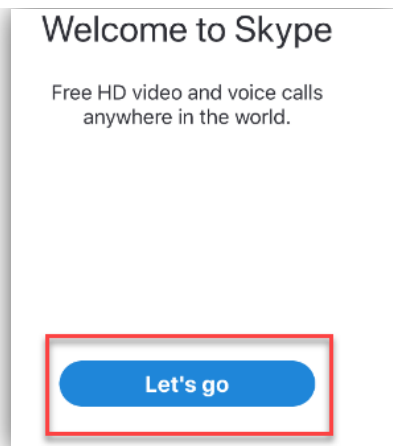
3. Install the Skype App for either Apple or Android device.
Important: After installed, do not open the app



4. Go back to your text message and Click on the link again.



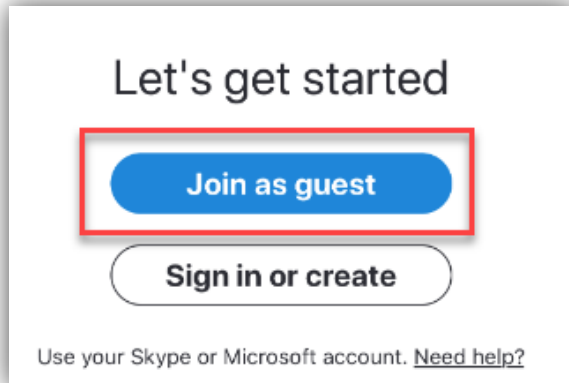
5. Tap **Let's go**



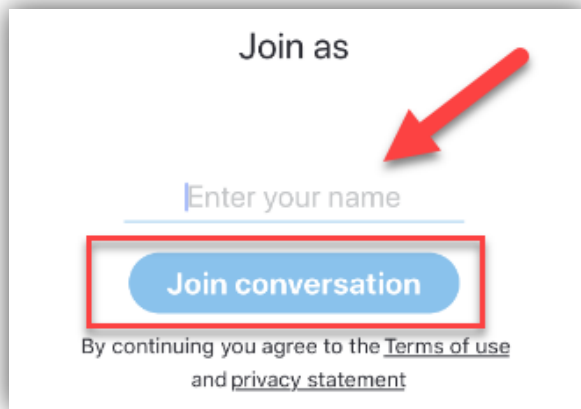
How to Join a Skype Video Chat

6. Tap Join as guest.

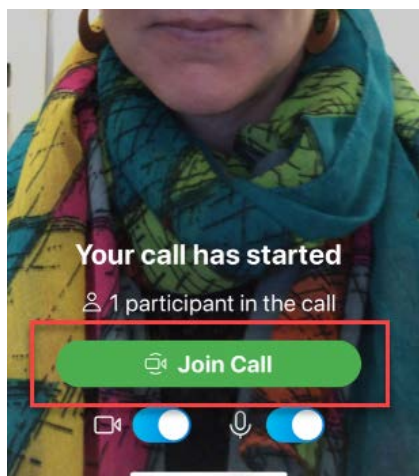
Note: If you are not given the option to **Join as a guest**, you will need to create an account.






7. Enter your name and click Join Conversation.



8. You should now see your image. Click Join Call



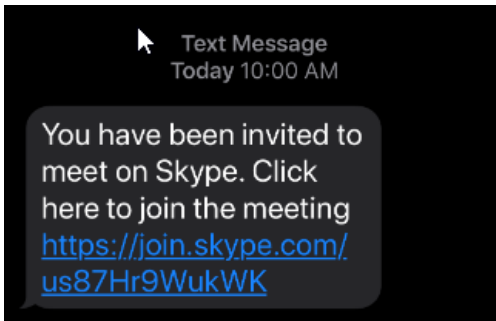
9. Once your call has started, tap the buttons at the bottom of the screen to

Mute , turn off camera , or end call 

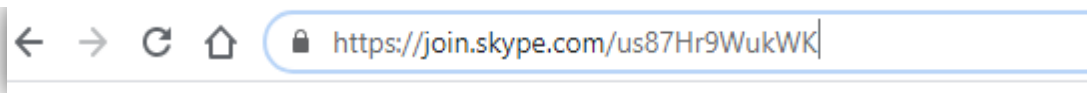
How to Join a Skype Video Chat

From your Tablet or Computer

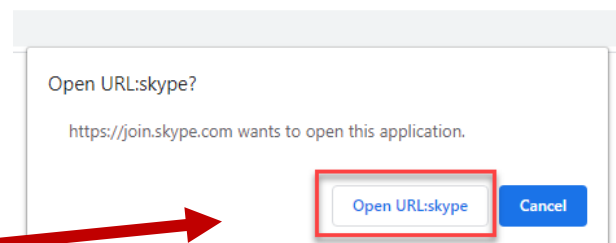
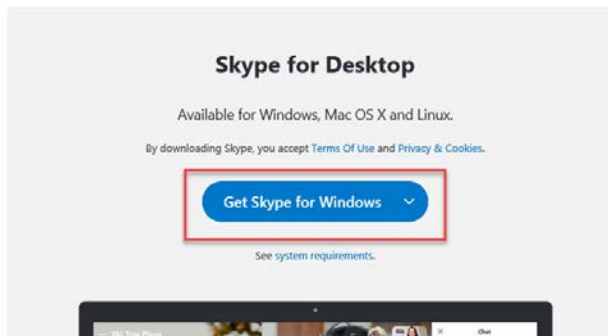
1. You will receive a text message with a link to the Skype meeting.
Or if you cannot get a text messages, we will tell you the URL address.



2. Enter the URL address in your tablet or computer web browser exactly how it appears.



3. Click **Get Skype for Windows** (or Mac OS X as it may appear for your device)

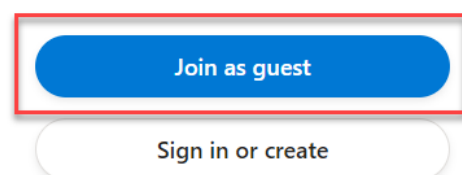


4. Allow your device to open this application.

5. Click **Join as guest**



You've been invited to join a
Skype Conversation



How to Join a Skype Video Chat



Join as guest

Your guest account will expire in 24 hours.

6. Enter your name

7. Click Join

Enter your name

By continuing you agree to the [Terms of use](#) and [Privacy statement](#).

Join

Back

8. Click Start Call

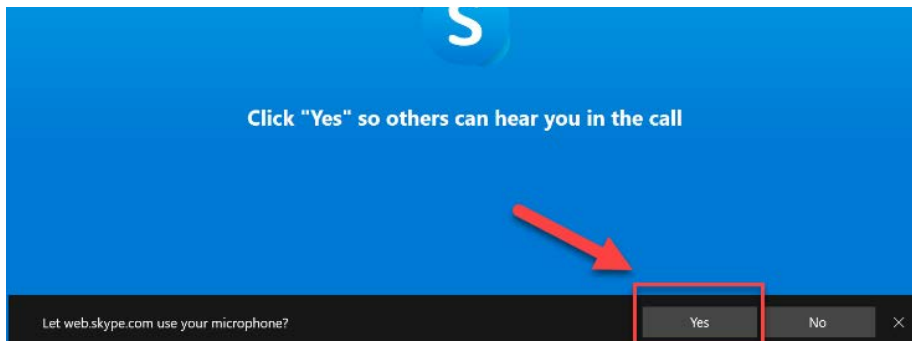
Meet Now
2 participants | Gallery | Find

Start call

Signed in as guest (or)

Leave group

9. Click Yes. Allow Skype to use your microphone and camera, so others can see and hear you.



10. You are now on the call. Tap the buttons at the bottom of the screen to

Mute  , turn off camera  , or end call 

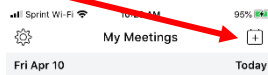
How to send a Webex Video Chat/Meeting invitation

Schedule Meeting on Charge Nurse phone OR unit's designated Webex device (each unit has a specific Webex account)

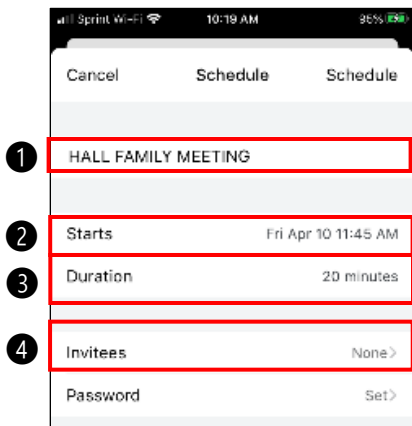
1. Open Webex



2. Click + icon to add meeting information



3. Fill out information **OUTLINED**



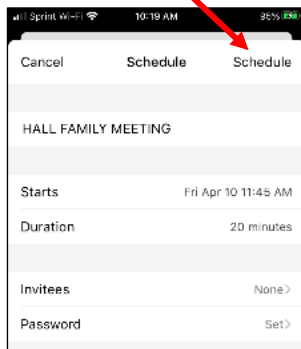
unique title with patient's LAST NAME included

**AT LEAST 15-30min in the future; you can start a meeting early if needed

As long as you need

Family member's email address and/or participating LIP

4. Click "Schedule"



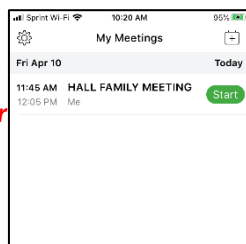
if you see "Start" change your time to 15-30min into future

When ready to start virtual visit:

1. Open Webex app on unit's iPad by tapping
2. Tap 



If this page is not visible, swipe right or left on screen




When ready to end virtual visit:

1. Tap red X to end meeting

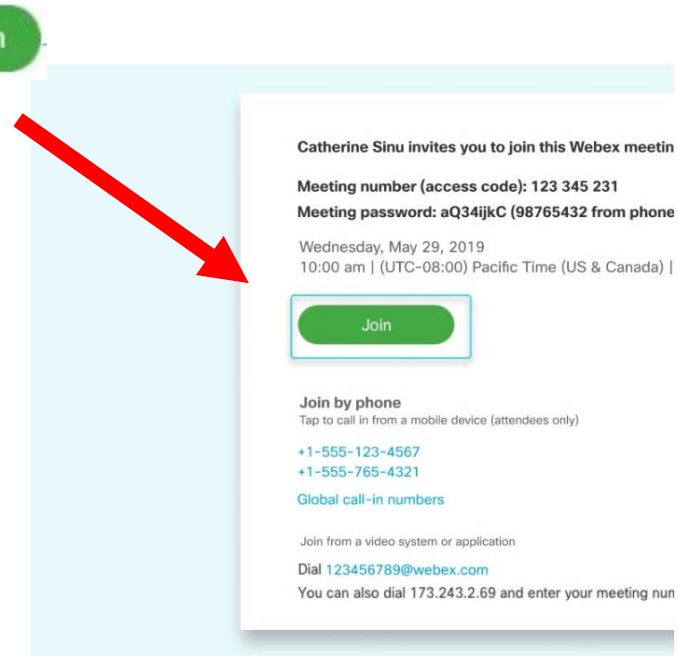




UVA Health is now using virtual visitation to connect patients with their families

- 1 Open your email invite, and click . If this is the first time you're joining a Webex meeting, Webex automatically downloads the app.

 - Click the installer file to install the app. You can also [download the Webex Meetings app](#) manually.





- 2 Enter your name and email address, and click Next.
- 3 If you're asked for a meeting password, enter the meeting password - it's in your email invitation - and click Next.

- 4 Choose how you want to hear

 - Use computer for audio** (default)—Use your computer with a headset or speakers.
 - Call in**—If you prefer to use your phone for audio, dial in when the meeting starts. A list of the global call-in numbers is available in your meeting invite. Choose this option if your Internet connection is slow.

- 5 By default, your microphone and camera are turned off. The video and microphone buttons are both red.



- To unmute microphone, click 
- To turn on camera, click  then click

