

# CORONAVIRUS DISEASE 2019 (COVID-19)

## Virtual Visitation Guidance for Implementation



**Audience:** All Clinical and Operations Leaders

**Revision Date:** 12/14/2020

**Version:** #1

**COVID-19 Response Team Owner:** Clinical and Operations Section

### Purpose

As Trinity Health continues to respond to Covid-19, visitor restrictions are implemented to support the health and safety of our patients and colleagues. We recognize the importance of family presence and support while a patient is hospitalized. To support patient and family engagement and healing, Trinity Health continues to support virtual visitation utilizing Qliqsoft as the standard, supported application.

### Guidance

#### People

A collaborative team effort between Clinical Operations and Patient Experience is needed to implement a standard process and evaluation at the health ministry.

- ☐ HM best practice: Health Informatics and Pt Experience partner as co-leaders and collaboration with Information Services.

#### Process

A standard process should include a patient screening for virtual visitation, staff to schedule with family, facilitating the visit including roles and responsibilities and how to use the app, and support for technology issues and equipment.

A standard evaluation should include a daily huddle weekly check-ins (what is working/what is not working) and Tier 2 huddle updates and feedback.

#### Technology

I-pads have been deployed to the health ministries that include the Qliqsoft application. Job aides are available on the [Telehealth Resource page](#).

- HM best practice
  - Create unit based Virtual Visitation toolbox placed in a designated area for quick and efficient access. Toolbox contains all the supplies needed to conduct the visit such as i-Pad, charger, job aides, etc.

## **Culture**

Continue to serve as healing and transformative presence for patients and families through compassion and caring.