

Virtual Inpatient Care QRG

Virtual Consultation – Setting Up an Apple Device for Consultation

This QRG is designed to show the Clinical Staff how to setup WebEx Meetings for a Patient on a patient's own Apple device, to enable patient participation in the Inpatient Virtual Care Consult / Review and includes the following:

- *Patient Suitability*
- *Consultant Clinician meeting link*
- *Device preparation for Consultation*
- *Patient - Accessing the Inpatient Virtual Care Consult/ Review*

Patient Suitability for Inpatient Virtual Care Consult / Review

1. Treating & Consulting Clinician seeks advice from Nursing Staff about patient suitability for virtual care and rule out potential exclusion criteria:
 - Confusion that would impact the patient's ability to engage
 - Aggression/agitation that would require face-to-face to reduce escalation
 - Any behaviour that may risk damage to the device
 - If **any** aspect of care requires face-to-face contact, eg. physical examination
2. If appropriate to proceed the Treating & Consulting Clinician and Nursing staff agree on a time to support the virtual consult.
3. The Ward Clerk will arrange for a Monash Health Device to be available and the Clinical Staff will ensure that it is **cleaned prior to use** with the patient (as per **PROMPT** [Clinical Device Cleaning](#) Procedure).

Consulting Clinician – Personal Meeting Room Link

1. The Consulting Clinician sends their Personal Meeting Room link to the Ward Clerk, or

Clinical Staff, if the Ward Clerk is not available.

([How to access and find your personal meeting room link](#)), eg.

<https://monashhealth.webex.com/meet/firstname.lastname>

Device & Meeting Preparation

1. The Clinical Staff will prepare Monash Health Device for use.
2. If Patient's Windows device is being used, download Webex Meeting App, if it is not already downloaded.

Patient - Accessing the Inpatient Virtual Care Consult/ Review

1. Open the Webex App

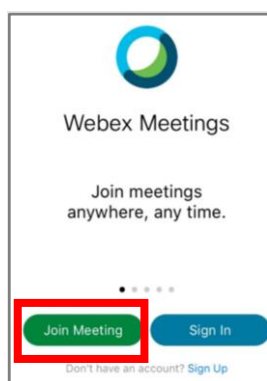


2. Enter **Patient Name**
3. Enter **Patient Email**. If the patient has no email, enter a fake email address eg. patient@email.com

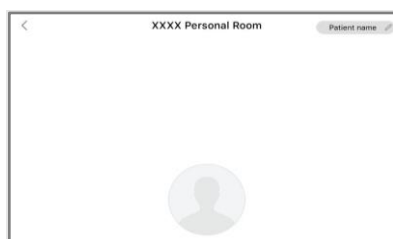
4. Enter the Consulting Clinician's **Room Link** sent by the Clinical Staff eg.

monashhealth.webex.com/meet/firstname.lastname

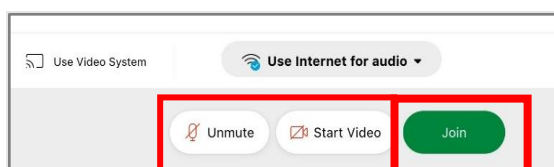
5. Select **Join Meeting**.



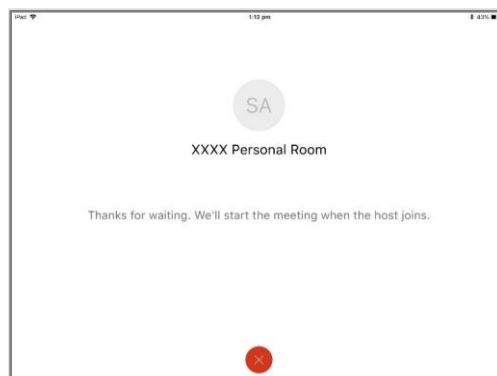
6. Click **Join**.



7. Click on the **Mic** and **Camera** buttons to turn on Sound and Video, then click on **Join**.



8. Wait for the Consulting Clinician to **Admit** the Patient to the Virtual Meeting Room.



9. Once the patient is admitted to the Clinician's Personal Meeting Room, ensure that the Patient and Clinician can see and hear each other.
10. Monitor the need to assist the patient during the consult with any technical help.

Device Management

1. If using a Monash Health Device, when the Virtual Consultation has finished, clean the Device as per [Clinical Equipment Cleaning](#) procedure (PROMPT).
2. **Return** the Device to the agreed storage point, and plug it in to **charge**, ready for the next use.