

Virtual Inpatient Care QRG

Virtual Family Meetings using WebEx

This QRG is designed to show the Clinician how to organise a family meeting using a WebEx Personal Room. This QRG does not replace guidance on how to conduct a family meeting

Essential prerequisite reading:

- [QRG How to Create a Personal Lobby](#)
- [QRG Admitting Staff or Patients from the Personal Lobby](#)
- Prompt policy [Conducting Family Meetings](#)
- [QRG Arranging an interpreter for Inpatient Virtual Care](#)

NOTE: In accordance with the [Conducting Family Meetings Policy](#) the team member best placed to coordinate and/or chair these meetings are: the Social Worker, Key Contact Person (KCP)/Key Liaison Person (KLP), Care Co-ordinator/Case Manager or treating medical team member:

1. After identifying the need for a family meeting the MDT will agree on a Key Contact Person (KCP) to coordinate the family meeting.
2. The MDT, patient and family will identify who will need to attend the family meeting, what time and date the meeting will take place.
3. The KCP will gather the email addresses/contact details required to forward the WebEx Personal Room link/dial in information.

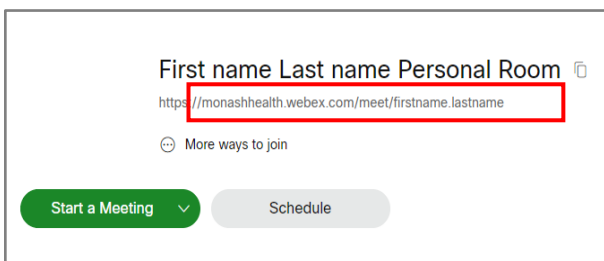


Figure 1 Room link when logged into WebEx Meetings Website

4. For Further information please review Personal Rooms video on the WebEx Website:

<https://help.webex.com/en-us/nul0wut/Cisco-Webex-Personal-Rooms-in-Cisco-Webex-Meetings>

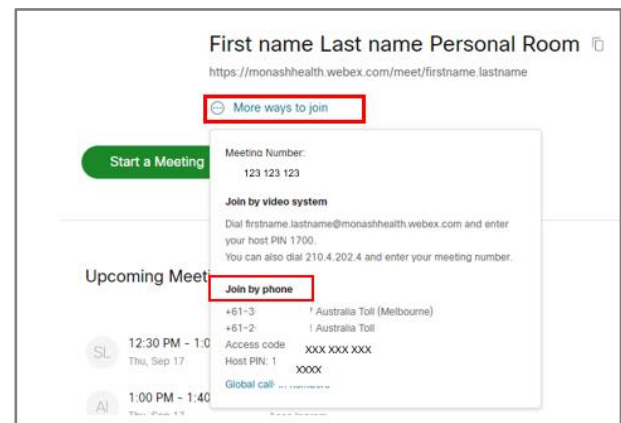


Figure 2 More options to join meeting

5. The KCP may share the meeting details via their Monash Health email. Please note that if the MDT/KCP is concerned about sending information via their Monash Health email to patients and family members they can explore options to send this information from a generic Monash Health Email address accessible

to member/s of the MDT or the [SMSer](#) texting application. Click [here](#) for more information about SMSer

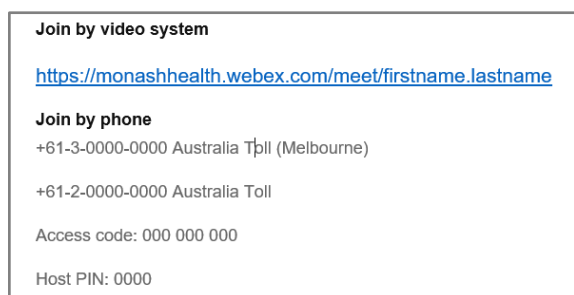


Figure 3 Example of what you could send to a patient or family member cut and paste from the “More ways to join” and personal link

6. Ensure the time and date of the meeting are included.

Documentation:

1. The KCP will need to **document** in EMR the family meeting details and plan. The KCP will complete an **EMR “Note” selecting Note Type: Family Meeting**. Use **Team/Role/Reason** in the subject of the note. Include details of time and date, email addresses/contact numbers of participants and interpreter requests/confirmation (if applicable).
2. In the event that the KCP is not available, and the details of the meeting need to change, this will enable another member of the team to easily access the information.

Support for Patient and Family

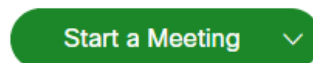
1. The Key Contact will need to assess the level of support the patient and family members attending the meeting will need. Possible things to consider:
 - Patient and family members confidence and ability to use their own device to connect to a meeting
 - Patient and family members access to a device
 - Patient and family members internet connection

- Consider supporting the patient and or family member to do a trial connection to the meeting in the time/days leading up to the meeting to reduce the anxiety of the patient and family and reduce connection issues that may cause delays at the time of the meeting.
- Consider providing patient and family with the Virtual Consult – Inpatients and Families Fact Sheet.

2. If a patient does not have a device, consider providing them with a Monash Health device and supporting them to use this.
3. The KCP may need to delegate some or all of these tasks to a team member due to task being potentially time consuming.

Starting the Meeting:

1. Start the meeting from the “Start a Meeting” button on your WebEx Application or WebEx Meetings Website at the agreed time and date.



2. The MDT team may decide to hold their preplanning meeting in the meeting space prior to meeting with the patient and family. Once the pre-planning meeting is completed the patient and family can be admitted from the Personal Lobby by the Host (Key Contact).
 - [Refer to QRG Admitting Staff or Patients from the Personal Lobby](#)
3. Discussing Virtual Meeting Etiquette is recommended. The KCP will discuss how the meeting will run, explaining the need for 1 person to speak at a time and the use of the MUTE button when a participant is not speaking to reduce background noise thereby allowing each speaker to deliver their communication clearly.
4. On completion of the meeting, documentation is to occur in EMR as per normal policy and procedure.