Virtual Care QRG

Conducting a Virtual Ward Round

This QRG is designed to take you through the steps involved in an Inpatient Virtual Ward Round:

- *Devices and Equipment*
- *Accessing and using Webex Teams*
- *Set up for the Virtual Ward Round – roles, tasks, locations*
- *During a Virtual Ward Round*
- *After the Virtual Ward Round*
- *Removing Team Members, Deleting Messages and Archiving Spaces*

Devices & Equipment

All team members need to obtain devices required for participating in the round. Possible devices include:

- Tablet computers
- Laptops on wheels, Desktops, WOWs (note: WOWs do not have a webcam)
- Personal smartphones or computers if appropriate (requires Citrix access).

Team members may need to source individual headphones (cleanable and/or disposable).

All team members must review and follow the Cleaning Protocol for Clinical Equipment and Devices in clinical areas (on PROMPT).

NOTE: During the virtual ward round, consider patient privacy regarding the audio and visual aspects of your device.

Accessing the Webex Teams App

Each ward round member logs onto their chosen device using employee ID and password.

Ensure you have access to **Webex Teams**. If on a personal device, download the App by searching in your browser, the App Store, or click this link: www.webex.com/downloads.html.

If it's not available on a Monash device desktop, please contact the IT Help Desk.

Using Webex Teams

A Webex '**Team**' is created for your ward round team; within this **Team** is **a Space** where your team will **Meet** to start the virtual ward round. You will see the **Space** once you have been added.

For further information on **Teams** and **Spaces**, click this link: WebEx-Teams-Spaces-and-Teams

The Webex Teams **Message** function can be used for online communication between team members before, during and after the ward round meeting.

For further information on how to use the Webex Teams **Message** function, click this link: WebEx-Teams-Send-a-Message

Set up prior to the Virtual Ward Round

Prior to starting the meeting in the **Space**:

- **Consider** which patients are appropriate for a Virtual Ward Round
- **Consider** locations for members – off-site and on-site but physically distant
- **Webex Moderator**: this is often a shared role. For this role, clarify 'drop-in' staff from other disciplines (i.e. pharmacy, nursing, consulting doctors) and ensure they are added to the **Space**.
- **For Off-Site Doctors:** Use Webex Teams as a separate App on your device (see above to

download the App). **Do not use Citrix Portal to access Webex Teams;** (however Citrix can be used for EMR access).

Start your Virtual Ward Round Meeting:
Click **Meet** in your Webex teams **Space** or if already started, click **Join**.

- **Consider** allocating roles/tasks: e.g. who is the patient-facing doctor/who is the scribe/who is screen sharing.
- **Discuss communication** during patient review (i.e. led by the patient-facing doctor, **Messages** used only after patient review).

For further information on how to start a Meeting in Webex Teams, click this link:
Start-an-Instant-Cisco-WebEx-Teams-Meeting-from-a-Space

During the Virtual Ward Round:

Patient-Facing Doctor:

- Takes the device into the patients' room with the Webex Teams meeting in progress.
- Checks 3-points of identification, provides introductions and explains the role of technology in facilitating the ward round. The usual consent process takes place.
- Once finished in the patients' room, doff as appropriate and clean the device.

NOTE: Cleaning of the device needs to occur after every patient, according to procedure.

Scribe & Screen Share:

The Scribe documents **directly** into EMR patient information during the review. Document the ward round is a virtual ward round.

Screen share can be utilised to show and discuss notes/tasks for each patient.

NOTE: To screen share in the Webex Teams

meeting, click this icon:

For more information on screen sharing, click on this link: Share-Your-Screen-or-Application-in-a-Cisco-WebEx-Teams-Meeting

Tip: Documentation of tasks identified during or post review can be added to IPASS in EMR.

*For more information on IPASS, refer to **eCoach** or the **Monash Health EMR website**.*

For all staff during the Virtual Ward Round:

- Communication between team members/patient as agreed during round
- If the **Message** function is used, then each message should be acknowledged to ensure no information is missed ('close the loop').
- Review **Messages** in the chat after each patient
- To acknowledge, either reply to the messages or use the '**Add reaction**' function.
- The **Search** function can be used to find specific messages.

Tip: All images and information entered as **Messages** need to align with Monash Health confidentiality and communication protocols; and are to be deleted if no longer required.

After the Virtual Ward Round

This is an opportunity for team members to **discuss remaining clinical or technical issues and allocate tasks for the day**.

- The **screen share** function of EMR window can be utilised to discuss, summarise, and plan patients seen in the virtual ward round.

Removing Team Members, Deleting Messages and Archiving Spaces

At the end of the round, when rotations and staff change, a patient is discharged, or there are messages with confidential patient information, you may need to:

- Remove a person from a **Space**;
- Archive a **Space** (Moderator only); or
- Delete **Messages** within a **Space**.

Click on the following links for further information:

- To remove a team member from a Space:
WebEx-Teams-Remove-Someone-from-a-Space

- To delete a Space: WebEx-Teams-Delete-a-Space

- To delete messages: WebEx-Teams-Delete-Messages-and-Files