

Virtual Care QRG

Conducting an Inpatient Nursing & Midwifery Virtual Handover

For Nursing & Midwifery staff, Webex is the program used for Virtual Handover. This QRG will guide you through the steps involved in an Inpatient Virtual Handover:

- *Devices and Equipment*
- *Opening Webex*
- *Set up for the Virtual Handover – roles, tasks, locations*
- *After the Virtual Handover*
- *How To's for Webex*
 - *How to add or remove a moderator from a team*
 - *How to create a Space within a Team*
 - *How to add & remove members from a Space*

Devices & Equipment

1. All Nurses and Midwives will need access to devices required for participating in the Handover. Devices include:
 - WOWs (with Webcam capabilities) for bedside Nurse/Midwife
 - desktops at stations for ANMs/AMMs
2. Ensure all team members have reviewed the Clinical Equipment Cleaning Procedure (available on [PROMPT](#)).

NOTE: During the virtual handover, **consider patient privacy** in relation to the audio and visual aspects of your device.

3. Each staff member logs onto their chosen device using TOTO or employee ID and password.

Access Webex

Ensure you have access to **Webex** on your allocated device. If not available on a Monash device desktop, contact IT help desk.



Open Webex

Your NM, ANM or Ward Clerk will have already created a **Team** and a **Space** within that team – (See below if this has not been done yet). The **Space** is where the staff members on shift will meet to start the virtual handover.

Set up Prior to Handover

1. Prior to starting your meeting in your Webex **Space**, consider appropriate locations for members – onsite but physically distant.
2. Start your Virtual Handover meeting by clicking **Meet** in your Webex **Space** or click **Join meeting** if the Virtual Handover has already started.

Roles for Team Members in a Virtual Handover:

1. **Webex Moderator:** Typically adds all relevant staff from the ward when first creating the **Team** and **Space**.
 - Adds and removes staff members from **Team** and **Space** when required.
 - The moderator is usually the NM, ANM or Ward Clerk

2. Nurse/Midwife in Charge:

- Opens Webex from desktop computer at the station
- Opens relevant **Space** within the Team
- Starts the Virtual Handover Meeting by clicking **Meet** on the top right corner of the screen

NOTE: Cleaning of the device needs to occur as per the Clinical Equipment Procedure

3. Nurses/Midwives commencing shift:

- Find a spot on the ward that ensures physical distance. Do not huddle at the station
- **Join** the meeting via the pop-up link on the bottom right-hand corner or **Meet** at the top right-hand corner of the Webex Space to be the first to start the meeting.

After the Virtual Handover

Nursing/Midwifery staff will click on the **red cross** to **end call** once the handover has finished. They will then immediately attend their physical bedside handover.

How To's for Webex

The following section explains how to perform the following tasks:

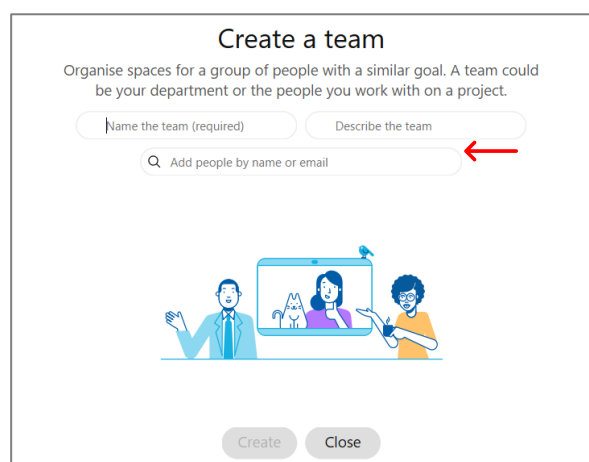
- How to create a team
- How to add or remove a moderator from a team
- How to create a space within a team
- How to add members to a space
- How to remove members from a space

How to create a Team

Click the + button to create a **Team**

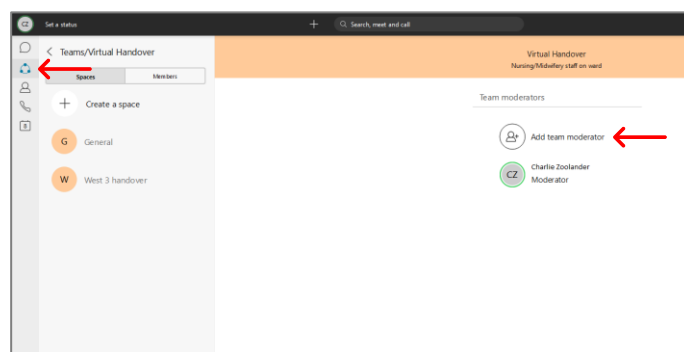


Here you can name the **Team**, describe the **Team** and add people by name or email:

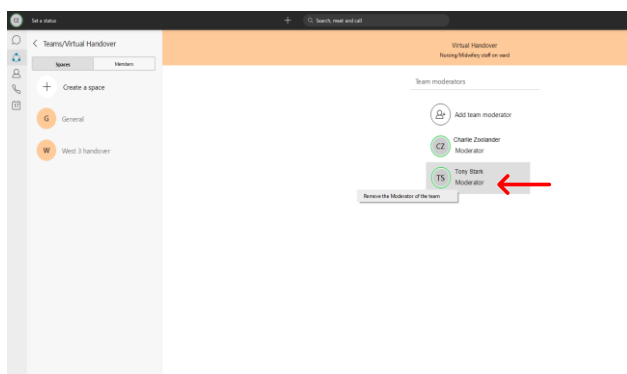


How to add or remove a moderator from a Team

This can only be done when setting up the **Team**, or if you're already a moderator. Enter the **Team** where you wish to add a moderator and click 'Add team moderator':

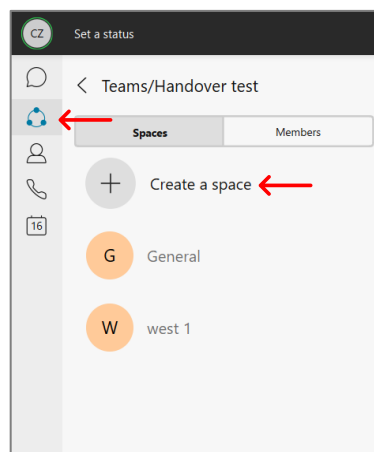


Right click on name to remove:

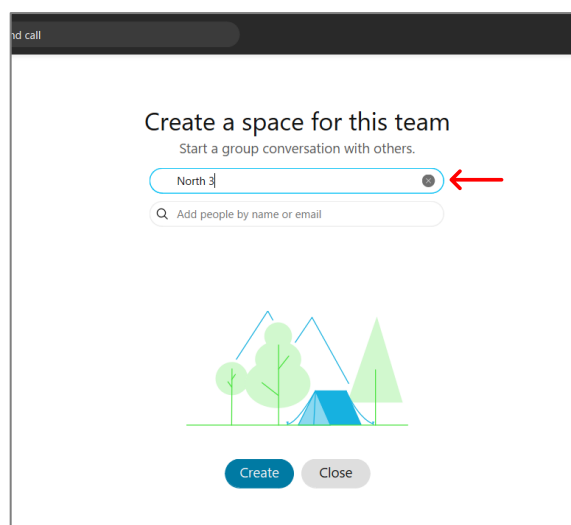


How to create a Space within a Team

After selecting your **Team**, click **Create a Space** under the Spaces banner bar:

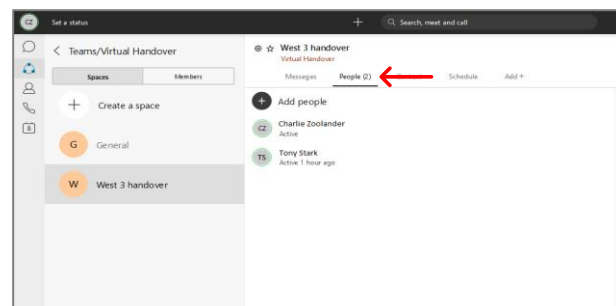


Name the **Space** and click **create**:

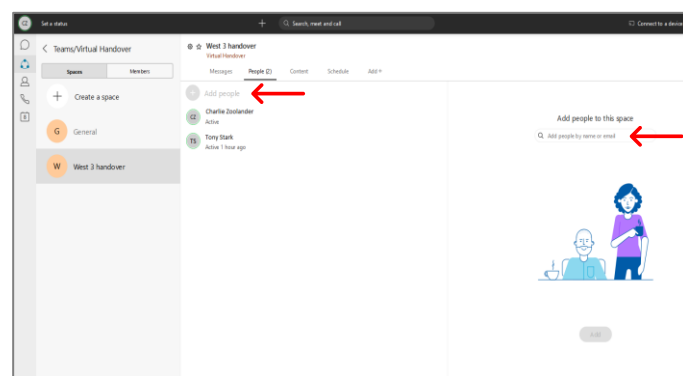


How to add members to a Space

Within the **Space**, click on **People** on the top banner bar:



Click **Add people**, then search their name and click **Add**:



How to Remove members from a Space

When rotations and staff change, you may need to remove a person from a **Space**.

Right click on the person's name you wish to remove and click **Remove from space**.

