

## Two options to connect patients to loved ones when they cannot be together in person

### Virtual **VISIT**

Patients/family connect themselves using free Zoom  
Time is limited to **40 minutes** per use

**Patient or family/friends of patient :**  
Request device for video visit as patient does not have own device

#### Unit:

Provide family/friends [instructions](#) to create free zoom account and zoom meeting invite

#### Family/Friends:

- Create free zoom account
- Create Zoom invite
- Provide Meeting ID, Password and meeting time to patient or unit if patient unable to join independently

#### Unit:

- Log device use on device log
- Provide patient with device to join zoom meeting
- [Assist patient to join](#) if they are unable to join independently
- [Disinfect](#) and return device to storage and charge device when visit is complete.

Time limit is due to Zoom free account restrictions, not AAH rules. If a longer time is desired, consecutive meetings could be scheduled after the first to prolong time.

This may be offered if devices are not scheduled for use by other patients.

### Virtual **VIGIL or Coordinated Virtual Visit**

Available Monday-Friday 8:00 – 19:00  
Volunteers assist connecting patients and families  
Uses Licensed Zoom account for unlimited visit time

**Call Virtual Vigil/Visit Request Line (855) 573-1158**

**Leave message for page:**

- Site Name
- Patient Name & Room Number
- Nurse phone number

Virtual Vigils/Visits will be coordinated and nurses will be provided with meeting ID and password. The same will be provided to the identified family member(s).

#### Anytime after receiving virtual vigil/visit login information:

1. Get device and document use on device log. Note that it is being used for virtual Vigil/visit (expected increase in time used)
2. Provide patient with device to join Zoom Virtual Vigil/Visit. If patient is unable to join meeting, [join meeting](#) on patient behalf to begin virtual vigil/visit.

#### When virtual vigil/visit ends:

1. Notify Virtual Vigil/Coordinated Visit Request Line that vigil has ended
2. Leave zoom meeting on device
3. [Disinfect](#) and return device to device storage area and charge device
4. Note that device is now free to use on log

Loved Ones without access to device/internet for virtual visits/vigils are able to utilize hospital owned devices within designated site spaces. Those unwilling or unable to come onsite can join audio portion.