

iPads have been deployed to make video calls between patients and their loved ones through Zoom using the **Virtual Visitor Experience**.

iPads and Zoom are also used by nurses, patient care assistants, and other providers for a variety of occasions, including but not limited to:

- Updating loved ones on a patient's medical plan or progress
- Social visit between patient and loved ones
- Goals of care conversations
- Orienting a delirious patient with the familiarity of a loved one
- Allowing loved ones to be present for important moments in a patient's care
- Teaching caregivers about recommended medical care (e.g., how to administer medications, physical therapy exercises)

Patients and families may need extra assistance with technology, particularly when they are ill or concerned about their loved ones.

The **Inpatient Video Navigator (IVN)** – is a UCSF staff member or qualified volunteer – is a new role introduced to provide direct assistance in setting up the Zoom conference calls for patients and their friends/family members. Please **contact the IVN whenever a patient requires a Zoom call**.

NOTE: If you observe or suspect any issues that have challenging family dynamics, **consult Social Worker before engaging the IVN**

Alternate methods of contact for IVN:

Hours for IVN services:
Daily 0800 - 2300

Phone: 415-353-1394

Email: InpatientVideoNavigator@ucsf.edu

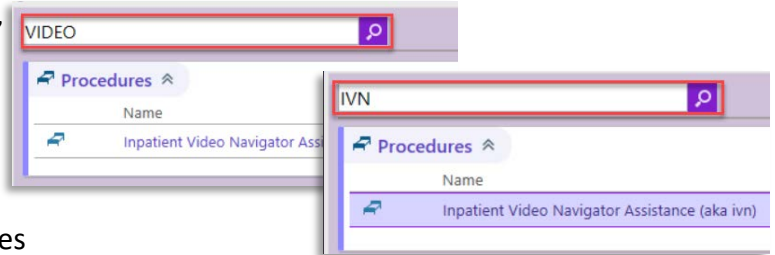
Voalte: On **Home**, Tap Search  type "video"

1 Identify patients that would like Inpatient Video Navigator assistance

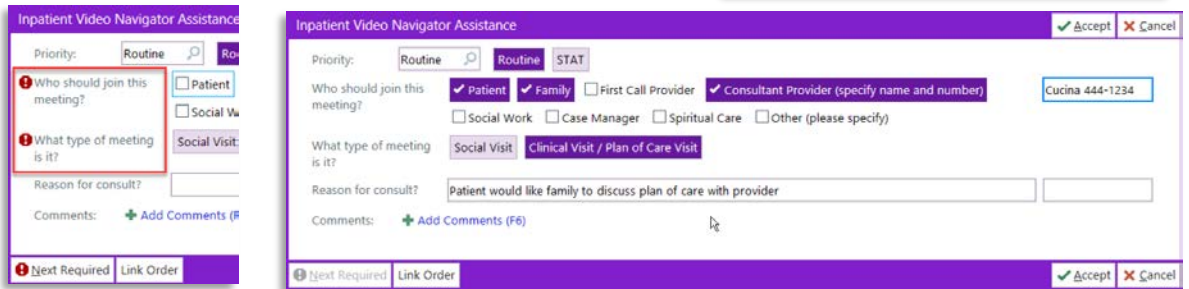
2 In APeX, locate patient, open chart, Click **Manage Orders**

Note: Order may be placed by *any staff* (e.g. HUSC, Spiritual Care, SW, CM, RN, MD etc...)

3 Search orders for “video” or “IVN”

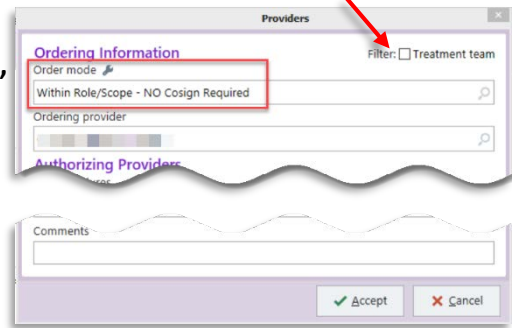


4 In the order, click applicable choices

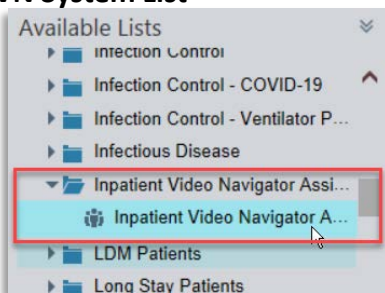


5 Check box “Filter: Treatment Team” to choose a provider from the treatment team

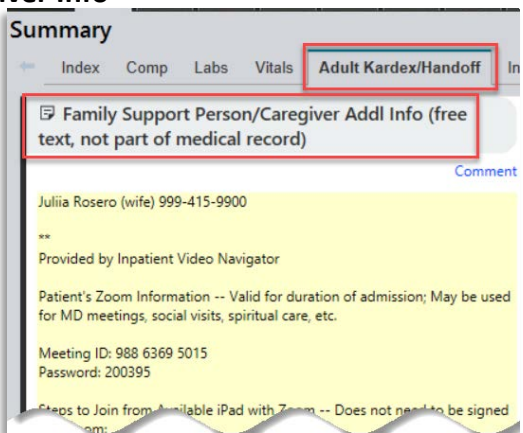
6 For Order Mode:
Select “Within Role/Scope – NO Cosign Required”



7 Order automatically places patient in **IVN System List**



8 IVN places info in Kardex: **Family Support Person / Caregiver Info**



8 Once patient appears on the list:

- IVN starts process
- Uses Voalte to contact RN listed on the treatment team