

FAQs FOR FAMILIES AND VISITORS

1. My family member/friend has been admitted to an inpatient bed at NHH, but I was told I could not come to visit at this time due to COVID-19. What are my options?

At this time, visitor presence continues to be restricted at hospitals throughout Ontario due to COVID-19. A Virtual Connection is an alternative option to help you connect with your family member/friend who is currently a patient at NHH. It is not an in-person visit but rather a 'connection' completed through video technology or by a telephone call.

2. How do I make an appointment?

Call NHH's Virtual Visiting Team at 905-372-6811 x 3146 or send an email to virtualconnections@nhh.ca. Please provide your preferred contact information, as well as the unit, room number and initials of the patient you would like to connect with. Note please that full names are not required in this email, in order to protect patient privacy.

3. I need to cancel my appointment. How do I do that?

If you have arranged for a Virtual Connection, but you are not able to participate during the time it has been scheduled, please cancel by calling the Virtual Visiting Team directly at 905-372-6811 x 3146, or by email at virtualconnections@nhh.ca. We appreciate as much notice as possible, so we can allocate the time to another patient.

4. How many appointments can I book?

Appointments are dependent on availability. NHH's Virtual Visiting Team will make every effort possible to support every request received but we are also mindful of the need to ensure equal opportunities for families and patients throughout the hospital.

5. What programs or apps does NHH use for Virtual Connections by computer?

NHH is using only one video technology platform at this time: Microsoft Teams. You will be asked to prepare for your visit by downloading the free Microsoft Teams app on your preferred device (smartphone, desktop computer or iPad). You will need to ensure that this same device will also be able to receive the email invitation we will send out to you once your Virtual Connection is scheduled.

6. I do not have a computer. Can you help me set up a Virtual Connection by phone?

Yes. Phone appointments are also available upon request. Please be sure to indicate this preference when you contact us.

7. I have a computer, but I am not good with technology. Will there be someone to help me?

Many people are new to using video technology like this and with some over-the-phone guidance we are having great success. A member of NHH's Virtual Visiting Team will be happy to work through the set up with you prior to your Virtual Connection. Please be sure to let us know if you require support when you request your appointment and we will be in touch.

8. Can I discuss care goals with the staff and my family member during my Virtual Connection?

No, the purpose and scope of the Virtual Connection Program is to provide non-clinical, social connections virtually. The service is strictly an alternative for in-person visits and not suitable for clinical care discussions. Please speak to a member of your loved one's care team if you would like to discuss care and they can request a virtual care meeting outside of this Virtual Connection program, as appropriate.

9. Is it possible to have more family members from different households join the Virtual Connection visit?

Yes, Group Virtual Connections are possible. We encourage a maximum of four (4) callers for ease of communication, but our application can accommodate more.

10. How do I set up a Group Virtual Connection?

Use the same process you would use for an individual Connection. All members participating in the Group Virtual Connection will be required to download the Microsoft Teams app on their preferred device and ensure their email has been provided in order for the email invitation to be sent.

11. Are Spiritual Care Providers available upon request?

Yes, NHH's network of Spiritual Care volunteers are available to participate in your Virtual Connection. Please indicate your interest in this when requesting your appointment.

VIRTUAL VISITING TEAM CONTACT INFORMATION

905-372-6811, ext. 3146

virtualconnections@nhh.ca