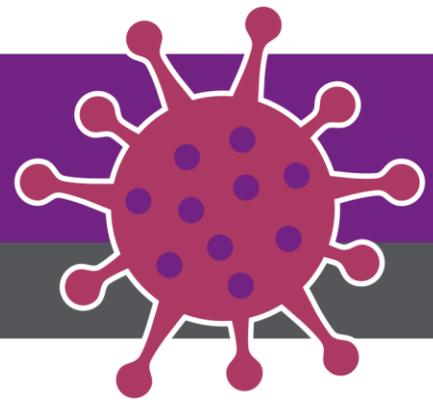


CORONAVIRUS DISEASE 2019 (COVID-19)

Virtual Rounding with Patient Issued iPads



Audience: Providers and Clinicians

Revision Date: 10/4/2020

Version: Version 2

COVID-19 Response Team Owner: Clinical and Operations

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Virtual Rounding with Patient Issued iPads

To decrease utilization of Personal Protective Equipment (PPE) and minimize unnecessary exposures to potential infection, iPads enabled with video calling through Microsoft Teams are now available within COVID-19 units for communication between patients and clinicians. This job-aid describes how clinicians can connect with patients from nursing stations.

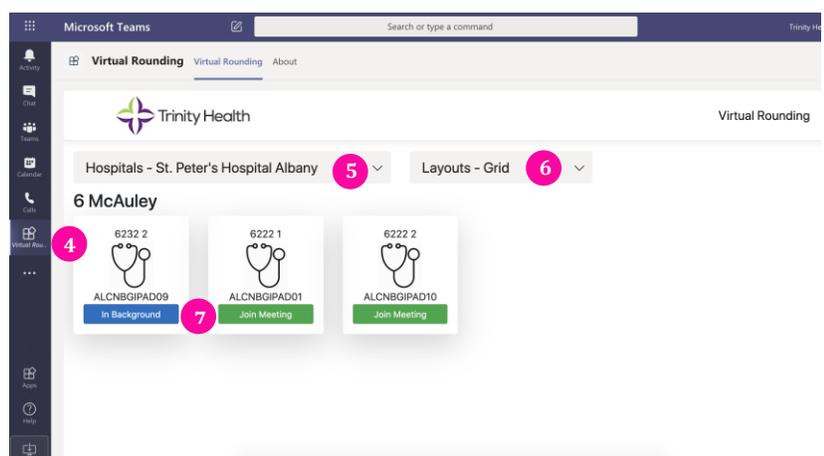
There are three ways to connect with a patient issued iPad:

1. Desktop experience - a nursing station desktop equipped with a webcam
2. iPad experience – An iPad issued by the hospital unit.
3. The Personal Mobile Device experience - A personal mobile device running MS Teams (if the user is enabled with Microsoft O365 Multi-Factor Authentication – [O365 MFA setup instructions here](#))

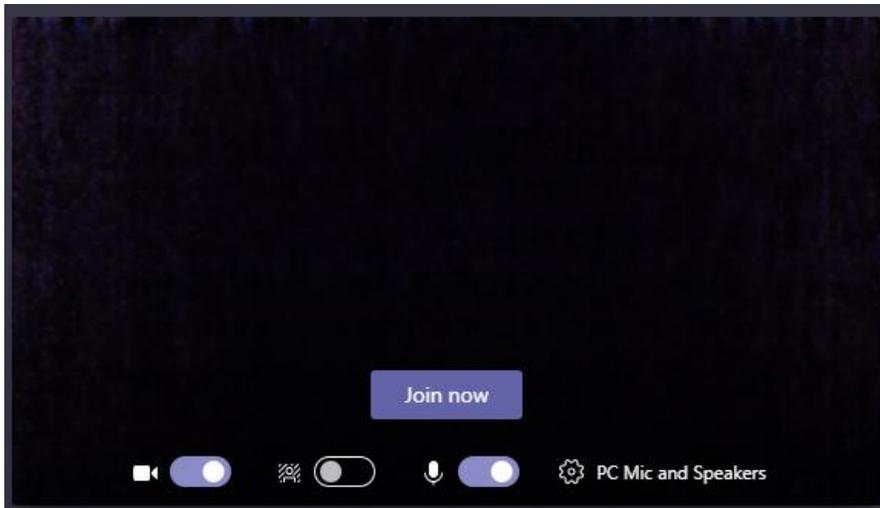
Desktop Experience

When searching for a device to call:

1. Open MS O365 Portal by clicking on the icon in ZENworks
2. Open MS Teams by clicking on the icon 
3. Log in using Trinity Health-supplied email and network password. (If Trinity Health email or "UPN" is unknown, it may be looked up on Pulse site – see "Finding your UPN" in the Appendix below)
4. Click on the Virtual Rounding app on the left (see pink corresponding number to the right)
5. Select Hospital – this selection will persist to your next login (see pink corresponding number to the right)



6. Choose layout – "Grid" or "Table" (see pink corresponding number to the right)
7. Click the green "Join Meeting" or blue "In Background" button to start a meeting with a corresponding room (see pink corresponding number above)
8. Click "Join Now" to enter the meeting room



9. When the patient has joined the meeting room, click "Admit"



Accessing Virtual Rounding app on iOS devices

1. Open Teams app on iPhone or iPad 
2. Log in using Trinity Health-supplied email and network password. (If one's Trinity Health email or "UPN" is unknown, it may be looked up on the Pulse site – see "Finding your UPN" in the Appendix)
3. Tap Virtual Rounding app at the bottom of the screen (open "More" tab to display Virtual Rounding if not pinned at the bottom)

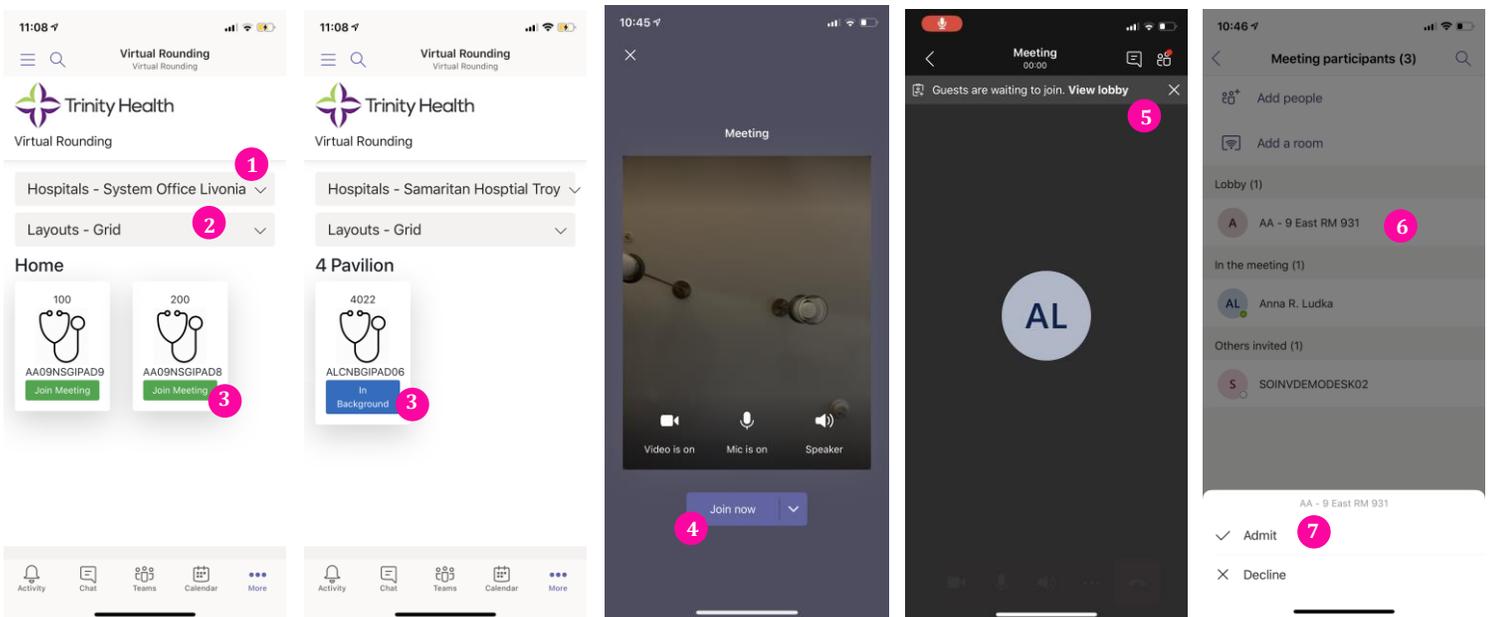
iOS – iPad and iPhone Experience

iPads for clinicians may also be available at the nursing station already logged into Teams. When attempting to make a call from the iPad:

- Enter the “device name”@trinity-health.org in the “Sign-in address” box and click sign-in.
Example: SOINVDEMODESK01@trinity-health.org
- Enter password: **Safety2020**

To establish a meeting with a patient using Teams Virtual Rounding on an iOS device:

1. With the Virtual Rounding tab open, select Hospital – this selection will persist to your next login.
2. Choose layout – "Grid" or "Table"
3. Tap the green “Join Meeting” or blue "In Background” button to start a meeting with a corresponding room
4. Tap "Join Now" to enter the meeting room
5. To admit patients to the meeting room, tap “View lobby” at the top of the screen
6. Tap on the device under “Lobby” that you wish to admit
7. Tap “Admit” and return to the meeting room by tapping the back arrow at the top of the left screen



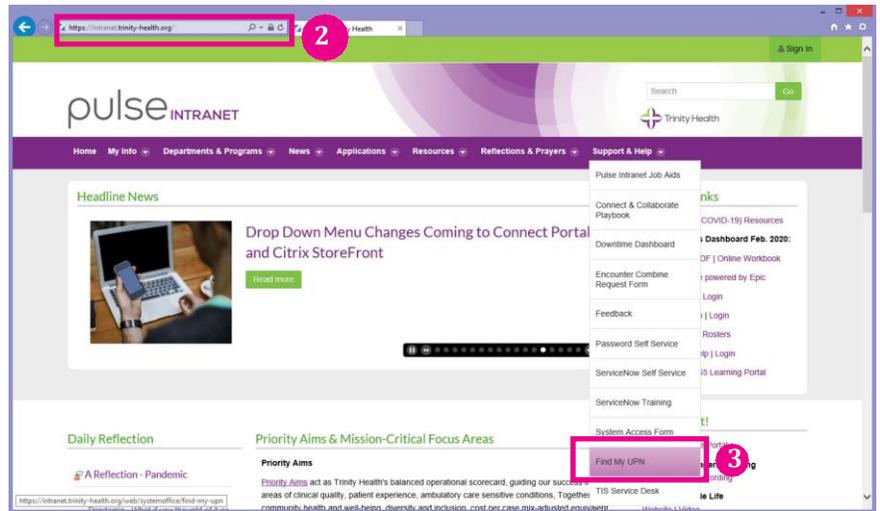
Appendix

Finding your UPN

This is required to log into the Microsoft Teams application on your desktop, laptop, or mobile device

Example UPN: Will look like a Trinity Health or Ministry formatted email address (examples: user@trinity-health.org, user@mercyhealth.org).

1. Connect to the Trinity Health network using your valid network ID and password
2. Launch your web browser and navigate to the Pulse page
<https://intranet.trinity-health.org/>
3. Using the "Support & Help" menu, select "Find My UPN"



4. Enter your Network ID in the search window and click the search button

System Office / Support & Help / Find My UPN

Find My UPN

Enter your network ID/username

4

5. Use the UPN information as your login to Teams with your network password

Find My UPN

Enter your network ID/username

mlgpr0253 5

Results for "mlgpr0253"

User Name: Ryan Schmitt
UPN: Ryan.Schmitt@mercyhealth.com
Email: Ryan.Schmitt@mercyhealth.com

Using Your Hospital-Issued iPad



Joining Virtual Rounding Visits

Please use your in-room call-button to notify members of your care team that you need assistance. Members of your care team may use an iPad to initiate a video visit with you to address your needs.

When a care team member starts a video visit:

If your iPad is "on/awake" and running the Virtual Rounding app:

- The iPad will chime an alert for approximately 5-10 seconds before the provider will admit you to the video session meeting room.
- Both audio and video will automatically be enabled when you join the provider's meeting room.

If your iPad is "off/asleep":

- You will receive a notification on your locked screen indicating that your care team member is trying to reach you.



- Tap the notification to accept the invitation and you will automatically be taken to the virtual meeting room.

If you are using another app on the iPad:

- You will receive a notification at the top of your screen indicating that your provider is trying to reach you.



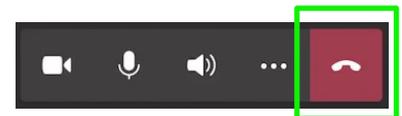
- Tap the notification to accept the invitation and you will automatically be taken to the virtual meeting room.

Turn your iPad sideways (landscape mode) for best viewing during your session.



When your session is complete tap the red phone button to end the session.

Note: Be careful not to force quit the Virtual Rounding app by swiping the app off the screen.



Please keep your iPad charged using the issued charging cable.

