



## Organizing virtual healthcare communications: for the Administrative Staff

As members of the healthcare administrative staff team, you help manage the incoming communication between patients, families, and the care team. As our healthcare facility is adapting new practices to help reduce the risk of potential viral transmission between healthy and affected patients, we are changing the way we enable communication virtually.

We will be using the Webex Teams app as a platform for group messaging conversation between patients, families, and their care team. We will also use Webex for live telehealth video calls between the care team, patients, and families, over Samsung Galaxy tablet devices installed in examination and inpatient rooms.

### Set up a new patient's care team + family space

- When a patient is admitted for a long-term stay in your facility, collect the best email address for their family member or guardian.
- Verbally let the patient and family member know you will be sending them an invitation to join a chat space with the patient's care team, so that they can receive updates and speak to the patient live.
- Send an email to the family member to let them know what to expect using one of our 2 templates. Open the file below that will work on your computer:
  - [Email to patient's family member/guardian \(for PC computers\)](#)
  - [Email to patient's family member/guardian \(for Mac computers\)](#)
- Add the family member or guardian to a Webex Teams space with the care team to generate their Webex invitation
  - Note: The space is initially created with the family member to notify them to download the client. This space is used to notify the family members of upcoming interactions with the patient only. No active calls would take place in this space.
  - Open your Webex Teams app
  - Open the Team for patients in your specific building or specific floor likely named something similar to "bldg12\_flr4\_Patients". 
  - Click the (+) button in the upper left corner. 
  - Select Create a space
  - Name the Space "Patient last name, Patient first name, DOB mm/dd/yy",
    - For example, name the space "Smith, Joe, 01/11/1990"
- Add the family members email address as a member of the space
- Add the patient's care team members
  - If you don't know who is treating the patient yet, you can do this step at a later time, or the care team members can search for the space and add themselves.
- Click Create.
- Send a message to the space to let them know they can message the care team here.

**Top tip:** If the patient will start with an examination, before determining if they will stay at the hospital, collect the family email address for later. If the patient will stay for longer term, you can go back and complete the steps above after the first appointment.