

Virtually visit patients with Webex Teams and Samsung Tablets

Our healthcare facility is now using telehealth to reduce the risk of potential viral transmission between healthy and affected patients at our facility. Now you can have a virtual consultation with patients in exam rooms without having to be there.


What you will need

- [Download the Webex Meetings App](#)
- A working laptop, tablet or smart phone - with a front camera.
- A fully charged device, or access to power.
- An internet connection.
- A well-lit space to see each other clearly.
- A quiet space to reduce distractions and protect privacy.

Highly recommended: Use headphones that connect to your device for clear audio and for privacy.

Conduct a virtual examinations

Visit a patient exam room, without spreading germs. Connect to the room via video on the Samsung tablet.



1. Open your Webex Teams app.
2. Know the exam room number you are supposed to be visiting, like you would a physical appointment.
3. Open the Webex Teams space for the exam room you are scheduled to visit.
4. Press the green camera “call” button. 
5. Select your audio and video connection.
6. Press “start meeting”.
7. Wait for the call to ring for 5 seconds, then the exam room device will automatically join the telehealth appointment.
8. After your appointment, let the patient know their next steps. End the call when you are finished, which will turn off the device in the exam room.

Top tip: If you wish to have the care team start the appointment, then have the clinician join after, you can. Let the care team member place the call to the exam room first. The care team member can message the clinician in Webex Teams to join when they are ready for them. Or, you can all join the virtual appointment at the same time.

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Conduct virtual rounds


Visit multiple inpatient rooms virtually over video, to prevent the spread of germs.

1. Open your list of Teams in Webex Teams. 
2. Select the team named after the floor or ward where you will conduct virtual rounds.
3. Open the space for the first patient room you want to visit.
4. Press the green camera “call” button. 
5. Select your audio and video connection.
6. Press “start meeting”.
7. Wait for the call to ring for 5 seconds, then the exam room device will automatically join the telehealth appointment.
8. After your appointment, let the patient know their next steps. End the call when you are finished, which will turn off the device in the exam room.

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Include family members in your virtual rounds

Connect families and allow loved ones to get an update on the patients status

1. Message the family member and @mention their name in Webex Teams in advance of rounds to let them know you are about to call them for the virtual checkin. The family member should already have a Webex Teams account set up and they will be added to a messaging space with you, searchable under the name of the patient.
2. Click the participant list. 
3. Click “add people” or “invite people to meeting”
 - a. Note: Family members need to be added as Guest callers, not space members; otherwise they will be added to the space and will need to be manually removed from the space.
4. Add the family member by their name or email address.
5. They will receive notifications to join on their device.
6. Include the family member in conversation.

Top tip: Message the family with questions or updates in the space under the patient’s name, to help them have peace of mind.


Share a document or whiteboard live with a patient

Allow everyone in the appointment to look your screen live with you.

1. Select the Share icon at the bottom of the screen.
2. Select the application you wish to share from the list of open applications. Don’t share your full screen, to insure they see only what you want.
3. To stop screen sharing, press Stop on the orange bar at the top of your screen.

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Write something where your patient can see on a whiteboard

1. Click the 3 dots at the bottom of your screen for more features. 
2. Select New Whiteboard.
3. Write or draw with your mouse or finger, device dependent.
4. Close the whiteboard when you're finished by pressing 'done' then 'stop sharing'.

Top tips for managing your Webex Teams:

- Put yourself in Do not Disturb mode when you are not on shift. Update your availability by clicking your profile picture and picking an increment of time to quiet notifications.
- Mute notifications when you are not on shift, or for Webex Teams spaces that do not immediately need your attention. Edit notifications per Webex Teams space from the gear icon inside each space.
- When there are multiple care teams visiting other patients virtually, in rooms you also service, you will be able to see that other live calls are happening. Only join exam room calls where you are scheduled.
- The clinician can have a member of the care team start the appointment for them. The care team member can message the clinician to join once they and the patient are ready for the clinician.
- If a family member is having trouble joining, message them in chat to offer assistance.