iPod Usage for Social Visits with Non COVID-19 Patients

Updated April 23, 2020

The “no visitor” policy during the COVID-19 pandemic has created a feeling of isolation for patients and families. Three iPads have been made available to use for patients to connect with family members through FaceTime or Zoom. If MercyOne staff identify a patient in need of connecting with family, please follow the below process to request an iPad for the patient’s use for 30 minutes.

CRITERIA
- Patient is not a COVID-19 case nor a person under investigation (PUI)
- Patient is without mobile device (and does or does not need assistance in utilizing technology)

PROCEDURE
Once the need is determined (may be discussed in morning huddle):
- Send email request to Cheryl Bowman with the MercyOne Patient Experience department by 10:30 a.m., Monday through Friday at CBowman@mercydesmoines.org. Cheryl will assist in arranging for patient to use one of the available iPads for a 30 minute session.
- In your email request, please include:
  - Patient room number
  - Patient name
  - Family name or name of whom the patient would like to contact via FaceTime or Zoom
  - Details describing the need
    - Patient requires assistance in utilizing the technology
    - Patient does not require assistance in utilizing the technology
  - Date and time requested

Unscheduled Requests
- Monday through Friday, 10:30 a.m.-5 p.m.
- Contact Cheryl Bowman through Vocera (9-365-2000, wait for instructions and then say, “call Cheryl B. ED;” wait for Cheryl to answer). Cheryl will respond to the request and confirm availability.

Time of Visit
Cheryl will report to the nurses’ station when she arrives to meet with the patient.
- For patients without technology and need assistance using the iPad to connect with family:
  - Cheryl will contact the family.
  - She will stay or leave during the live video chat session, depending on the need of the patient.
- For patients without technology and do not need assistance using the iPad to connect with family:
  - Cheryl will deliver the iPad and return to pick it up when the patient is done.

Cheryl will be responsible for the housing, charging and cleaning of the iPads. Prior to each use, the iPad will be cleaned with a Sani Wipe, remain wet for two minutes, and allowed to dry before giving to the patient. The device will be cleaned again immediately after use.