

Staying Connected

Virtual Visits at Kingston Health Sciences Centre

Kingston Health Sciences Centre (KHSC) is temporarily limiting family presence to protect the safety of all during the COVID-19 outbreak. To help patients, families and friends stay connected with each other we are happy to assist patients with a “video chat” or “Virtual Visit” with their loved ones.

A Virtual Visit is an alternative to visitors physically coming into the hospital. It is a free service and involves a KHSC facilitator helping to set up the visit using an iPad provided by KHSC.

Virtual Visits can be initiated by the patient, anyone connected to the patient or a care provider within the hospital. **PLEASE NOTE: Virtual Visits are not intended for clinical use.**

Do I need to do anything before a Virtual Visit?

Virtual Visits are accessed through an easy-to-use app called Zoom, which allows a number of people to join a scheduled meeting/visit at once. Family and friends must have the following in place in order to connect with the patient:

- an email address
- a computer with a camera and microphone (either external or built in) OR a smartphone or tablet (with Zoom downloaded and installed)
- permission from the patient for the Virtual Visit to occur.

How does the Virtual Visit work?

1. Patients can make a request by speaking with staff who then forward the request to virtualvisit@kingstonhsc.ca.
2. Family or friends can request a Virtual Visit by emailing virtualvisit@kingstonhsc.ca. Please include the patient's name and room number, names of people who will participate in the Virtual Visit with the patient, preferred time and date.
3. The family/friend will be sent an email with the confirmed date and time, Zoom link and instructions on how to connect. We recommend that the link be tested beforehand; this will be outlined in the instructions sent.
4. At the time of the visit a facilitator will bring an iPad to the patient and help the individual connect to the Virtual Visit. On their end, the family/friend will click on the link sent in the email.
5. When the Virtual Visit is over, the facilitator will collect the iPad.

Each visit request, including date and time, must be booked separately at virtualvisit@kingstonhsc.ca.