

### Scheduling Virtual Family-Centred Rounds (Admin Assistants)

Administrative Assistants schedule Virtual Rounds on behalf of the multidisciplinary care team. **Virtual Rounds are scheduled using the Team's videoconference account and corresponding email address.** All Admins have full access to these shared mailboxes.

Rounds are scheduled using team's Personal Meeting ID and the Attending physician or Senior will log into the team videoconference account to host the meeting. The Meeting ID will not change, thereby avoiding the need to re-send rounds meeting invites to the units.

#### **Initial setup:**

- Schedule a **Videoconference meeting** for each Team using the team's Videoconference account, recurring daily with no end-date (detailed steps below).
- Schedule an **Outlook calendar invite for Nursing/Healthcare Professionals/Pharmacy/Unit clerks**, from the team's shared mailbox, recurring daily with no end date and including the team's Videoconference meeting information (see detailed steps and Outlook meeting invite template text for Nursing/Healthcare Professionals/Pharmacy/Unit clerks below).

#### **On the Friday before each week of Service, Admins will:**

- Check recurring **Videoconference meeting** for each Team using the team's Videoconference account, confirm it is recurring daily with no end-date.
- Schedule an **Outlook calendar invite For Attending physician/Senior Resident/House Staff**, recurring for the week of service and including the team's Videoconference meeting information for Team Attending physicians and residents (see detailed steps and Outlook meeting invite template text for Attending physician/Senior Resident/House Staff below)

#### **1. Schedule a recurring videoconference meeting for each team (using the team's Videoconference account):**

- Sign into the videoconference software using the videoconference account credentials for each team
- Click on the **Schedule** icon.
- This will open the scheduler window.
- Enter meeting name (e.g. Bronze Team Virtual Rounds Videoconference Meeting)
- Start the meeting at **(FILL IN START TIME HERE)**
- Duration: until **(FILL IN END TIME HERE)**
- Set as Recurring Meeting
- Select Use **Personal Meeting ID**
- Enable Wait room
- Otherwise, leave default settings (password required)
- Set Calendar as Other Calendars
- Click "Schedule" to finish and open up a popup window containing the Videoconference meeting information.
- Copy the Videoconference meeting information and paste it into the appropriate Outlook meeting invite (see template text for Attending physician/Senior Resident/House Staff in steps 2, 3)

## 2. Schedule the Outlook calendar invite for Nursing/Healthcare Professionals/Pharmacy/Unit clerks for each Team

- Open the **Team** shared calendar
- Setup a new Outlook meeting for the Team you are working with, e.g. Meeting name: “Bronze Team Virtual Rounds”, or “Purple Team Virtual Rounds”, etc. from **(FILL IN START TIME HERE)** - **(FILL IN END TIME HERE)**, recurring Monday through Friday, recurring with no end date.
- Paste into the body of the Outlook calendar invites the meeting instructions (template text below)
- Paste into the body of the invite the automatically generated Videoconference meeting info (step 1)
  - Delete everything after the Dial in instructions (i.e. “Join by SIP” and below)
- Invite participants using hospital email addresses / distribution lists:

### *Sample Template For Nursing/Healthcare Professionals/Pharmacy/Unit clerk Outlook Meeting Invite:*

You are invited to join **Inpatient Virtual Family Centred Rounds** for [insert team name] Team using the following meeting information:

(Include Videoconference meeting info here, highlight Meeting ID + Password)

If you are interested in joining rounds for a **specific patient only, please phone the Unit clerk** to find out the patient's scheduled rounding time and connect to virtual rounds at that time. You may have to wait in the meeting Waiting Room until the team is ready for you.

**IN CASE OF TECHNICAL ISSUES / DOWNTIME:** Team Members should call-in to the Videoconference meeting and participate by phone.

This mailbox is not monitored. Please contact Admins directly.

Meeting booked by:

<Insert name/contact of admin>

## 3. Schedule the Outlook calendar invite for Attending physician/Senior Resident/House Staff for each Team

- Open the **Team** shared calendar
- Setup a new Outlook meeting for the Team you are working with, e.g. Meeting name: “Bronze Team Virtual Rounds”, or “Purple Team Virtual Rounds”, etc. from **(FILL IN START TIME HERE)** – **(FILL IN END TIME HERE)**, recurring Monday through Friday for the week of service.
- Include/verify Room location for those participating on-site (see Setting up for Rounds)
- Paste into the body of the Outlook invites the meeting instructions (template text below)
- Paste into the body of the invite the automatically generated Videoconference meeting info (step 1)
  - Delete any repeat meeting dates that exceed the Attending physician’s week of service
  - Delete everything after the Dial in instructions (i.e. “Join by SIP” and below)
- Invite participants using hospital email addresses / distribution lists:
  - All members of Rounding team (Attending physicians, Residents)

*Sample Template For Attending physician/Senior Resident/House Staff Outlook Meeting Invite*

The Attending physician or Senior Resident must start the meeting by logging into their team's hospital Videoconference account.

To **START THE MEETING:**

- Go to: <https://www.videoconference.us>
- Login Email address: insert team email address here
- Password: insert password here
- Select "Meetings" in the menu on the left side
- Click "Start" to start the meeting.

To **JOIN A MEETING** that has already started:

(Include Videoconference meeting link here, Meeting ID + Password)

The Team should log into the Videoconference meeting at **(FILL IN START TIME HERE)** and call the unit to get the rounding schedule from the Unit clerk prior to starting rounds with nurses at **(FILL IN START TIME HERE)**.

Teams will round on units in this order (pending urgent patient care needs): (FILL IN TEAM NAMES HERE, if applicable.)

**IN CASE OF TECHNICAL ISSUES / DOWNTIME:** Nurses will call-in to the Videoconference meeting and participate by phone. In case of internet downtime, the Team should start the meeting by phone using the Host Key for Team Name: [insert Host Key]

In case of a more extensive downtime the Charge nurse/ care facilitator/Unit clerk/Senior/Attending physician shall connect to confirm (1) downtime procedures required and (2) specifically how rounding will be done. The means of communication between Charge nurse/ care facilitator/Team (e.g. phone or in-person) will depend on which systems are down.

If phone-in not possible, conduct in-person rounds at the nursing station with nurses, without families

- If team is very small (2-3) the in-person rounding process can be followed and families can be invited to participate
- If the team is larger than three, rounding at the nursing station without families is preferred; it will be very difficult to maintain safe physical distancing with bedside rounds.

This mailbox is not monitored. Please contact Division Admins directly.

Meeting booked by:

<Insert name/contact of admin>

**4. Monitor for any resident/Attending physician scheduling changes.**

- Monitor for schedule changes and update Outlook meeting invitees accordingly