

The current visitor restrictions mean that many patients experience social isolation during their inpatient admission. Social chats with family members are essential to support patient wellbeing, engagement and recovery

## AH Virtual Visiting Leads

Allied Health are currently implementing strategies for our isolated and vulnerable patients on most wards to help increase the access of families to their loved ones through virtual visiting via video or telephone call.

During the current lockdown Allied Health are re-implementing strategies on most wards to help increase access for families to their loved ones through virtual visiting via video or telephone call. **Virtual visiting will only be available during this lockdown period for patients with significant vulnerability and isolation. Patients are allowed visitors for permitted reasons only which include compassionate and caring reasons, as well as discharge planning.**

### Key points:

- Please contact your Allied Health AHFIRM/ Virtual visiting leads with identified patients requiring the service.
- Virtual Visiting leads will support the team to identify avenues to provide virtual visits between patients and their families.
- Virtual Visits are social calls between family and patients – **no medical updates are given**
- Where possible Virtual Visits will be scheduled one day in advance
- AHFIRM/ Virtual visiting leads will act as a resource for other staff willing and able to assist patients in calling/contacting family members via ipad/tablet or phone
- Video calls will be conducted on existing I pads located on wards
- AHFIRM/ Virtual visiting leads will monitor demand and escalate for increased resource if needed
- We are able to support a limited number of calls per day per ward and they will prioritise the demand.

Please reach out to the AHFIRM/ Virtual visiting leads if you have staff on your ward who feel passionate about this and would like to help. Please find the list of leads and contact details on the intranet here:

<http://inside.wh.org.au/departmentsandservices/AlliedHealth/Pages/AHFIRM.aspx>

Please direct questions regarding Virtual Visits to your local lead or the Allied Health ASPIRE team at [aspire@wh.org.au](mailto:aspire@wh.org.au) or 0403 770 497, OR Matt Thorpe at [Matthew.Thorpe@wh.org.au](mailto:Matthew.Thorpe@wh.org.au) or 0466 169 841.

