

## Primary Support Virtual Visitor FAQ

What is a virtual visitor?

An internet-based interaction between a patient's primary support and the patient when parties are not physically located together.

Why is virtual visiting needed?

With advances in neonatal practices, NICU care and support for critically ill babies has increased, which can lead to an increased emotional toll on families. It is confirmed in the literature, that by supporting the abilities for families to virtually visit their infant (Yeo, 2011):

- The emotional and educational needs of families are addressed.
- There is improved family comfort and emotional reassurance to parents of high risk neonates.
- There are positive effects on infant brain development.
- Parent psychological well-being is increased.
- The parent–infant relationship is supported

Is a virtual visit safe and secure?

Several security measures ensure patient health information is kept confidential. No recordings are made from the camera or microphone. Virtual visits occur over the Internet and are scrambled, or encrypted, so that it is only accessible to those with authorized access.

Also, to ensure privacy, cameras are turned off except when primary support wish to virtually visit or medical staff is utilizing the technology to deliver care.

Who can I call for technical help?

Unfortunately, there are no resources available for technical assistance for primary support representatives should they encounter technical difficulties.

When can I virtually visit?

Virtual visits can occur when nursing staff is able to facilitate the visit. To request a visit you will need to call the NICU.

Who can virtually visit?

Individuals who have been designated as Primary Support representatives may virtually visit when desired and nursing staff is able to facilitate the visit. If there is desire to allow others to virtually visit approval from American Family Children's Hospital administration is required.