

Virtual Visits with Patients for Healthcare Providers

For a variety of reasons, it may be impractical for a healthcare provider to enter a patient's room during the COVID-19 pandemic. GBMC is proud to offer Virtual Visits with Patients including audio and video streaming for providers to see their inpatients virtually when appropriate.

PLEASE NOTE: Virtual Visits with Patients are also available for inpatients to communicate with their families and other loved ones. Instructions are provided <http://www.gbmc.org/virtual-visits> and [here on the Infoweb](#).

For Providers at Home:

Call GBMC's Virtual Visits with Patients Hotline at 443-849-3725 (select option #1) with as much advance notice as possible. IT can support up to 15 minutes' notice when necessary, such as for urgent care issues.

Virtual Visits with Patients may be made 24 hours a day, seven days a week for providers.

1. You will be connected with a Virtual Visit Counselor, who will ask for your provider ID, the patient's name, and the patient's unit.
2. The Counselor will send you a Virtual Visit appointment within 15 minutes, verify you received it, and assist you with installing a needed video application. GBMC supports the use of Microsoft Teams, Skype, Cisco Webex, FaceTime, and Zoom.
NOTE: *The Virtual Visit Counselor will assess your situation and schedule your appointment using the appropriate video application.*
3. Once the Virtual Visit Session is enabled, the Counselor will ensure you can connect and will ensure that a GBMC Virtual Visit tablet is connected. The Counselor will walk the tablet to the patient unit and hand off the tablet to the nurse, who will deliver it to the patient.

For Providers Onsite at GBMC:

Most units have video-enabled tablets. You may use a local tablet without calling the hotline.

- Instructions for FaceTime are available [here on the Infoweb](#)
- For any other applications, call IT at 443-849-3725 (select option #1). A Counselor will physically come to the unit and set up the tablet. The nurse or other clinician

caring for the patient will only need to enter the room and put the tablet near the patient.

For support with applications other than FaceTime or for general questions and support, call GBMC's Virtual Visits with Patients Hotline at 443-849-3725 (select option #1) 24 hours a day, seven days a week.

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1. You will be connected with a Virtual Visit Counselor, who will ask for your provider ID, the patient's name, and the patient's unit.
2. A Virtual Visit Counselor will meet you onsite within 15 minutes to begin the Virtual Visit. You will receive a video-enabled tablet, and the patient will also receive one.