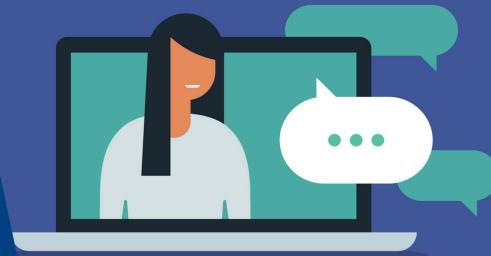


# Virtual Bedside Visits via Zoom



**Tablets (iPads) with Zoom are available for secure bedside virtual visits. To arrange a virtual visit, please call the ICU and the unit representative can assist you. MICU: 973-682-2020 or SICU: 973-971-5565**

## **Before Your Visit, Please Review the Below Information:**

- In order to ensure a healing environment with adequate rest for your loved one, Zoom visitation will be available from 10:00am to 8:00pm. Please be mindful that change of shift report occurs from 7:00pm to 7:30pm. If you would like to Zoom during this time, please call prior to 7:00pm to arrange the visit.
- While virtual visits can be helpful, we caution against being on Zoom for long hours at a time. Be mindful of balance and your own need for self-care. At times the staff may need to disconnect Zoom, place you in the “removal room” or mute and turn away the iPad to ensure privacy and dignity for your loved one.
- If this is your first time seeing your loved one or if you have not recently had a Zoom visit, you may want to wait until you have spoken with a staff member. When you speak with a team member for an update, they can also prepare you for what to expect. Expect your first visit to be difficult, maybe even intimidating. You’ll see your loved one critically ill and vulnerable. You’ll see strange machines and hear unfamiliar sounds. The team can help prepare you and explain the care your loved one is receiving.
- We encourage you to visit [Atlantichealth.org/ICU](https://atlantichealth.org/ICU) to view short videos where you can meet the critical care team, learn more about the ICU and review our ICU Patient and Family Guide and other helpful resources. The more you understand, the more comfortable you’ll feel, so please ask questions.
- Brainstorm ways to provide calm and supportive presence for your loved one. Take time to ground yourself by taking a few deep breaths before starting a visit with them. They may not be able to speak with you. What would they find calming, soothing and familiar? Perhaps playing their favorite music or talking about their favorite sports team, etc. At times, your loved one will need rest and quiet and the visit may have to be postponed or the nurse may recommend a visit with quiet presence only.
- Taking photos, screen shots and video recordings are strictly prohibited due to patient privacy.