

Video visitation update

FAQs for Visitors

What is happening?

Effective Monday, April 19, we are switching from *Skype for Business* to Microsoft *Teams* for virtual visits with patients. Visitors will not need to install a program or create a Microsoft account to use *Teams*, and there will be no lapse in service. We are making this change because the Oregon Health Authority is retiring *Skype for Business* and *Teams* is the new, approved system.

In-person visitations remain suspended to prevent the spread of COVID-19 at the hospital. We will continue to offer virtual visits, even after we resume in-person visitations.

How can I schedule a video visit?

Work with your loved one through a phone call. Only patients can schedule a visit. Patients can register for a time on sign-up sheets posted on their unit. Video visits must be scheduled two days in advance by the patient. For example, on a Wednesday, patients will choose a time for a Friday visit. You and your loved one should pre-arrange by phone a time that works for both of you.

Staff will send you a meeting link for *Teams*, along with some basic directions on how to use the *Teams* program. The link will only work for the agreed-upon date and time of the visit.

Who is allowed to visit with patients?

You can visit with your loved one if you are on the approved visitor list. You may complete a visitor application and go through the approval process at any time.

Please contact OSH Family Services in Salem at 503-947-8109, at 541-465-2785 in Junction City and at OSH.FamilyServices@dhsosha.state.or.us for more information on the application process.

What are the visitation hours?

Visitations are offered from 8 a.m. to 9 p.m. every day of the week. Patients can sign up for up to two, 15-minute video visits each day. Virtual visits will not be available during

mealtimes. During high-demand times, sessions cannot be consecutive. If staff are unavailable to help during the scheduled time, the visit will occur later, at the earliest opportunity.

Will OSH staff be present during the visits?

Yes. Because OSH policy prevents patients from touching the computer themselves, staff will remain in the room for the duration of the visit. They will make every effort to respect your privacy.

What are the visitation rules?

You must be in a private area and tell staff who else is in the room with you. If people are in the room who are not on the approved visitor list – or if you are not in a private area – staff will reschedule the visit for a later time.

What happens if there are technical problems?

OSH is providing an [instruction sheet for Teams visits online](#). OSH staff cannot help you with problems with your computer or internet connection. We recommend you seek assistance from family and friends, if necessary.

When can I see my loved one again in person?

We know video visits are not the same as seeing your loved one in person, and we will resume in-person visitation as soon as it's safe to do so. We are currently reviewing updated recommendations from the Oregon Health Authority and the Centers for Medicare and Medicaid Services (CMS) and are learning how the recommendations apply to Oregon State Hospital. The recommendations take into account whether patients and visitors have been vaccinated against COVID-19. We will share updates as soon as we can.

Who do I call if I have additional questions?

Please call your loved one's social worker if you have questions about their care. For general questions on virtual visits, contact OSH Family Services in Salem at 503-947-8109, at 541-465-2785 in Junction City and at OSH.FamilyServices@dhsosha.state.or.us.