

## Video visitation update

### FAQs for Visitors

#### **What is happening?**

Maintaining connections with friends and family is an important part of the recovery process for many patients. While in-person visitations are suspended to prevent the spread of COVID-19, OSH has created a new process where patients can visit with their loved ones virtually, through Skype for Business.

Virtual visits will begin on Thursday, April 2. We apologize for not giving more notice. Our goal is to start the process as soon as possible by having patients share the news with you on the phone. Video visits will continue until in-person visitations resume. As this is a new process, OSH leadership may make changes in response to patient, visitor and staff needs.

#### **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 *Skype for Business*, along with some basic directions on how to use the *Skype for Business* 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 Consumer and Family Services in Salem at 503-947-8109 and at 541-465-2785 in Junction City for more information on the application process. You can also go to <https://www.oregon.gov/oha/osh/friends/Pages/index.aspx> for more information.

**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 end the video visit and reschedule it for a later time.

**What happens if there are technical problems?**

You will receive directions on how to use Skype for Business. OSH staff cannot help you with problems with your computer or internet connection.

**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 Consumer & Family Services at 503-947-8109 in Salem or 541-365-2785 in Junction City. You can also reach them at [osh.consumer&familyservices@state.or.us](mailto:osh.consumer&familyservices@state.or.us).