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| ICUFL—Family—Email Templates |
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**Purpose**: Templates provided can be used as correspondences with family members to assist in setting up Cisco Webex. Templates will have to be edited to align with (1) Hospital policies (2) availability of an IT helpline (3) unique URLs in “Part 2” used by the hospital. The “Detailed Setup for Family” document should be sent as an attachment to the “Part 1” template.

## **Part 1 Email Template: Setup- How to prepare for a Cisco Webex video call**

[Subject Line: **Part 1: Setup -** **How to prepare for a Cisco Webex video call**]

Dear Family Member,

Currently, visitor access to the Intensive Care Unit is limited. We understand that this is extremely difficult for family members, and we hope to alleviate this difficulty by providing you with the option of a **secure video call**.

This email describes how to set up a device for the secure video call. Additional details are provided in the document attached to this email.

**If you have any difficulty with the device setup, contact the Helpline: (XX) XXX XXXX**
Local volunteers are available from X a.m. to X p.m., <insert days available and time zone>.

**Who schedules the video call?**

\* **If a video call is available**, you will be contacted by the staff directly, to let you know the proposed time. **This service is not available at all times, and calls might have to be rescheduled at short notice. \***

**Can I invite others to join the video call?**

Yes, you can forward the meeting invitation to close family members only.
They can participate in the video call from their own location, in Ireland or elsewhere.
**In keeping with hospital and ICU visiting policies, only close family members will be permitted to participate in video calls.**

To protect patient privacy, you will be asked **who** will join the call — provide the names of all participants. Instructions on **how to join the video call** will be provided in another email.

**All participants should join the call at least 5 minutes before the scheduled start time.** No audio or video recording is allowed during video calls.

**What will I need (to join a video call)?**

Each participant will need:

* A working **device** (smartphone, tablet, laptop or PC) with a front camera
* Make sure that your device is **fully charged**, or has access to a **power source**
* A good **Internet connection**
* **Cisco Webex Meetings** software (setup instructions are provided in this email)

**What if my Internet connectivity is poor?**

Your Internet connectivity might be adversely affected by factors outside our control.
At times, the sound or video might not work.

Participants with poor Internet connectivity can **join the call with your camera turned off.**
If you choose this option, the other participants cannot see you, but you can see them, and you can all hear each other.

At all times, the Intensive Care Unit can be directly contacted via the phone.

**What kind of device do I need for the video call?**

You can use any of the following devices to connect to the video call:

* Smartphone
* Tablet
* Mac
* Windows PC or laptop

**When should I set up my device?**

Please set up your device **now**, to give you time to find and fix any problems **before your call is scheduled**.

The setup steps should be done **once per device**. You do not need to repeat the setup steps for each video call.

**How do I set up my device?**

1. **Download** the Cisco Webex Meetings application from the following page (if you are reading this message online, you can click or tap the link to open the page):
<http://cs.co/get-webex>
2. **Install** the Webex Meetings application as prompted. Click **Allow** or **OK** at each prompt, to grant access to your microphone and camera.
3. **Close** the Webex Meetings application.

**How can I test my device setup?**

1. Open the following page **in a web browser window** (if you are reading this message online, you can click or tap the link to open the page):
<http://cs.co/test-webex>

**Important:** You **must** open the meeting link from a web browser. The browser will in turn start the Webex Meetings application for you, to open a test video call.

1. Follow the on-screen instructions to join the test call, and try the various options. Practise how to mute and unmute your microphone, and how to turn your video on and off, so that you are comfortable with the Webex Meetings application before your scheduled video call. You will be the only participant in this test video call.

**Where can I get help with my device setup?**

If you cannot access the test-meeting page, try the detailed setup and test instructions provided in the document attached to this email.

**If you have any difficulty with the device setup, contact the Helpline: (XX) XXX XXXX**
Local volunteers are available from X a.m. to X p.m., <insert days available and time zone>.

Kind Regards,
Intensive Care Unit Staff

*Please do not reply to this email as this mailbox is not monitored regularly and you will not receive a reply.*

## **Part 2 Email Template: Join- How to join a Cisco Webex video call**

**[Subject Line: Part 2: Join - How to join a Cisco Webex video call]**

Dear Family Member,

Please make sure that you have set up and tested your device **in advance of the video call**, as described in the email with the subject “Part 1: Setup - How to prepare for a Cisco Webex video call”.

All participants should join the video call as follows:

1. **At least 5 minutes before your call is scheduled to start**, open the meeting page in a web browser window, by using the following link:

<insert specific URL for the appropriate virtual family room>

You can open the page in either of the following ways:

* If you are reading this message online, **click or tap the link text**. A web browser window should open automatically, showing a Webex Meetings page.
* If you cannot use the link, **open a web browser** **window** manually. In the address bar at the top of the web page, type the link text **exactly as shown**, and then tap **Go** or press Return.

**Important:** You **must** open the meeting link from a web browser. The browser will in turn start the Webex Meetings application for you, to open the video call.

1. Enter your **full name** as previously provided to the staff. This name will be used to verify your identity. Providing an email address is optional. Click **Join**.

This information will be used in a secure manner as follows:
(a) During the meeting for identification purposes.
(b) After the meeting in reports related to system usage.

Your details will not be used for marketing, research, or advertising purposes.

1. When prompted to give access to Webex Meetings, click **Allow** or **Open**.
2. Click **Join**.

\* To maintain patient privacy, **audio or video recording is NOT permitted** during the call.\*

If you see the text “*Thanks for waiting. We’ll start the meeting when the host joins*”, it means that the nursing staff has not yet joined the call. Please be patient, they will join when they are ready.

When you see the text “*You can join the meeting after the host admits you*”, the meeting has started. Wait for your turn to be admitted.

1. When the video call meeting is started, the staff will ask you to state your name. If your name is on the list of participants, the staff will let you into the video call.

The staff will admit each participant individually, after verifying their identity.

Please note: In keeping with hospital and ICU visiting policies, only close family members are permitted to join video calls.

1. After you are admitted to the call, it might take several seconds before you can hear the audio and see the video. Be patient.
2. Make sure that your audio and video are activated, so that you can be heard and seen.
3. When the staff end the call, all current participants automatically disconnect.
If you want to leave the call before then, click the red circle with the white X.

At all times, the Intensive Care Unit can be contacted directly via the phone.

Kind Regards,
Intensive Care Unit Staff

**If you have any difficulty connecting to the video call, contact the Helpline**: **(XX) XXX XXXX**
Local volunteers are available from X a.m. to X p.m., <insert days available and time zone>.

*Please do not reply to this email as this mailbox is not monitored regularly and you will not receive a reply.*