

Staying Connected When You Can't Be There in Person

Tips for Successful Virtual Visits



1. Confirm you can use one of the following devices (with Wi-Fi access)

- iPhone and Tablets – [learn more](https://support.apple.com/en-us/HT204380) (https://support.apple.com/en-us/HT204380)
- Android Phone and Tablets – [learn more](https://www.android.com/phones-tablets/) (https://www.android.com/phones-tablets/)
- Desktop or laptop computer
- Regardless of the device you will use an app

2. Commonly used apps include:



FaceTime



Skype



Facebook
Messenger



Google
Hangouts



Google Duo



WhatsApp



Viber



Signal

3. Contact the Community's Life Enrichment Department or Social Services Department

- Life Enrichment or Social Services Department:
- Phone and/or email:
- Preferred App(s):

4. Scheduling the virtual visit (use as a checklist)

- Ask the staff to assess with the resident if they will try a virtual visit
- Determine the app you will both use
- Schedule the visit day and time and duration of the visit
- Determine who will initiate the call at the designated time
- Schedule a day/time to test the app to avoid a failure for the first visit
- Request email confirmation from community staff

The CMS Center for Clinical Standards and Quality/Quality, Safety & Oversight Group April 24, 2020 Memorandum Ref: QSO-20-28-NH in response to frequently asked questions, confirmed that Civil Money Penalty (CMP) funds may be requested for programs that are used to purchase communicative devices such as tablets, or web-cams to increase the ability for nursing homes to help residents stay connected with their loved ones.

Learn more here: <https://www.cms.gov/files/document/qso-20-28-nh.pdf>