

INTRODUCTION

As part of the new norm during coronavirus pandemic, virtual environment is the safest option connecting patients and relatives.¹ With virtual visitation replacing physical visitation, healthcare professional is able to provide shared expectations, positive anticipations and plan of treatment.³ Discussion is aim to address potential issues regarding patient's progression of illness.³ We present a case of severe Covid-19 patient which involved during one of our first virtual visitation in our department.

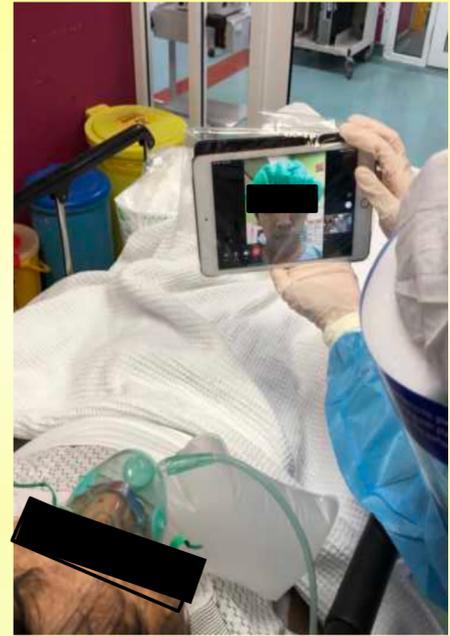
CASE REPORT

65 years old gentleman admitted for Covid-19 category 5

Relative is not allowed to visit and patient is too ill to communicate independently

20 minutes of virtual visitation conducted by healthcare professional

Patient and relative are happy and satisfied with virtual visitation sessions.



DISCUSSION

BARRIERS

LACK OF SUFFICIENT NUMBER OF DEVICE AND INTERNET CONNECTION IN THE DEPARTMENT

SYNCHRONIZATION OF HEALTHCARE PROFESSIONALS AND RELATIVE'S TIME TO CONDUCT THE SESSION

HEALTHCARE PROFESSIONALS AND RELATIVE FAMILIARITY WITH THE TECHNOLOGY AND DEVICE²

EXTRA TIME REQUIRED FROM HEALTHCARE PROFESSIONALS TO CONDUCT THE SESSION²

BENEFITS

IMPROVED HEALTHCARE PROFESSIONALS MORALE²

REDUCE PATIENT'S PSYCHOLOGICAL IMPACT²

REORIENTATION OF DELIRIOUS PATIENT⁵

MAINTAIN STRONG BONDS BETWEEN PATIENT/RELATIVE AND HEALTHCARE PROFESSIONALS/ RELATIVES²

CONCLUSION

Virtual visitation is a new norm that we need to embrace. It is an intervention that should be part of patient's recovery process.⁵ It also gives positive effect to healthcare professionals morale and patient's psychosocial impact.² Adequate preparations and technical support is required to anticipate the need for this. Proper management to ensure the audio-video session operates impeccably is important. Guidelines need to be developed for standardized references, including patient's and healthcare professionals' suitability, informed consent process, protecting patient's confidentiality and documentation process.⁶

REFERENCES

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