



# What's next: What clinic visits will look like now

Michelle Scala, RN, BSN

*Transplant Nurse Coordinator, Massachusetts General Hospital Transplant Center*



MASSACHUSETTS  
GENERAL HOSPITAL

TRANSPLANT CENTER

## Safe Care Commitment



### We **SCREEN** to protect you, your families and our staff

- We screen all employees daily—anyone with symptoms of a possible respiratory illness is not allowed to return to work until they are better
- On arrival, we screen all patients and visitors for symptoms of possible COVID-19 infection
- We limit visitors coming into the hospital and clinics, and screen visitors for symptoms of possible COVID-19 infection. We ask visitors with symptoms to defer their visits



### We **CLEAN** our hands and spaces, and make it easy for you to do the same

- We have established cleaning protocols throughout Mass General
- We have added hand sanitizer stations so patients, visitors and staff can clean their hands easily and frequently, and provided visual reminders to practice hand hygiene



### We **PROTECT** everyone in our environment

- We require all people on campus—employees, patients and visitors—to wear a hospital-issued surgical mask
- We have rearranged spaces to accommodate physical distancing by removing chairs from waiting rooms and, in some areas, installing plexiglass barriers

In-person or traditional face-to face visits include additional safety protocols:

- New check in process - patients are called and screened for covid prior to the scheduled appointment.
- Patients call the clinic when they arrive to alert the front desk staff.
- Patients are greeted by an MGH employee who provides a mask and hand sanitizer, takes temperatures, and perform screening questions once again.
- Patients are escorted directly to an exam room without having to wait in the clinic waiting room.
- Limited number of patients are allowed in clinic per day

# Virtual Visits

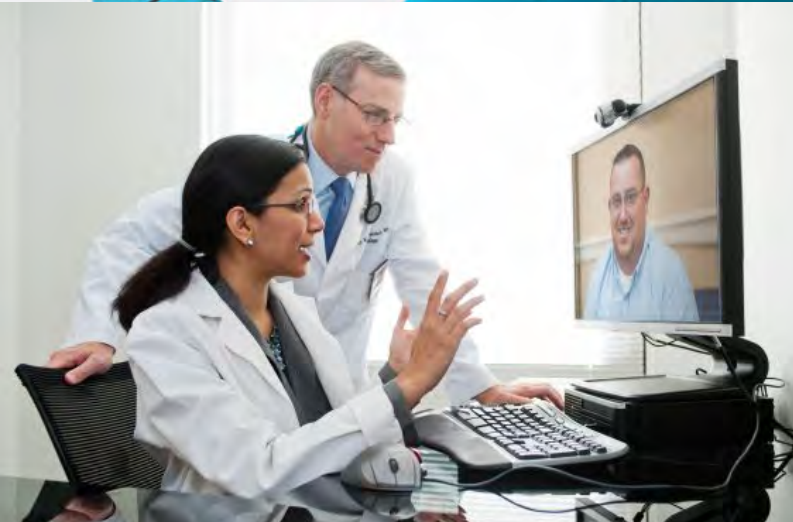


Virtual visits allow patients to see a provider over a computer, tablet, or phone.

The MGH patient portal, called Patient Gateway, in conjunction with Mass General Zoom for Healthcare platform allows patients to be evaluated remotely so as not to delay potential listing for transplant.

Scheduling experts assist patients in setting up the applications needed for a virtual visit.

Received positive patient feedback.  
Convenient, reduces costs associated with travel to and parking in Boston, and of course additional safety during quarantine.

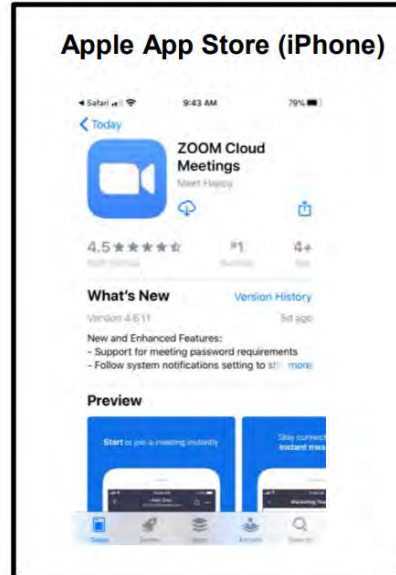
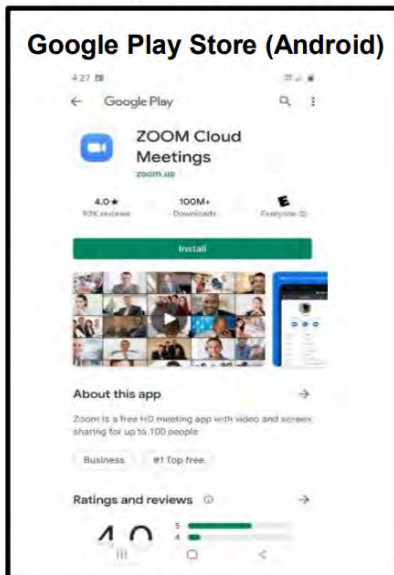


# Virtual Visits – Step by Step

## First-time Setup for iPhone or Android - mobile phone or tablet

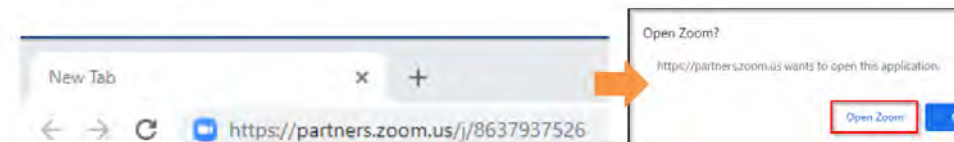
How to download the required free Zoom application:

1. On your device, launch the Google Play Store (Android) or App Store (iPhone)
2. Search for the application **ZOOM Cloud Meetings**
3. Install the application on your device

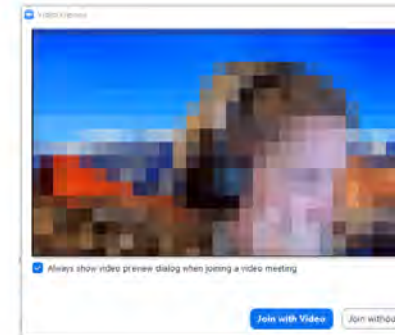
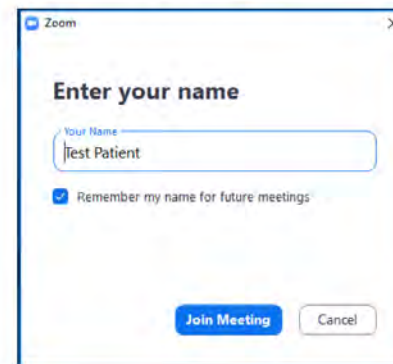


## Starting your Virtual Visit

**15 minutes prior to your appointment time**, click on the link in the email sent to you by your provider or copy/paste the link into the browser. If you have already downloaded Zoom, you will be asked to **Open Zoom**.



Enter your name and click **Join Meeting** and then **Join with Video**.



- Virtual Care is here to stay
- Safe Care Commitment protocols in place when in person is necessary
- Listing can be done virtually. MGH has listed 45 patients since March 16
- Multidisciplinary approach still in use
- At home lab draws, You Tube education links

