

Inpatient Virtual Care Visits with Telebuddy

What is virtual care?

Virtual care, or telehealth, allows your care team and providers to connect with you in your room through the use of video and audio technology. The video and audio technology will be on a rolling cart, known as a “Telebuddy.” To keep you and your family safe, your care team will limit the amount of times going in and out of your room. Using virtual care visits with telehealth and the Telebuddy helps keep you and your care team safe while still providing needed care.

What happens during a virtual care visit?

Members of your care team will partner with you to set up a time to use the Telebuddy system for a virtual care visit. At the time of the visit, your nurse will set up the Telebuddy cart in your child’s room. Your nurse will ask your permission to turn the Telebuddy system on. The camera and video will only be on during the virtual visit with members of your care team. Your nurse may stay in the room or come back after the visit with your provider.

Once the Telebuddy system is set up, you can talk to your provider through the system. Your provider will introduce themselves and ask you for the patient name and date of birth. The visit will not be recorded and is done as a live stream.

How should I prepare for the virtual care consult?

- If you have a virtual care consult scheduled, please be available in your child’s room during the scheduled time.
- Let your child’s care team know if you have any concerns about the virtual care visit.
- Have a list of questions or concerns you’d like to share with your provider during this visit.
- Virtual care will not be used for procedures or when a physical exam is needed.

What else do I need to know?

Only Children’s trained staff have access to the Telebuddy cart. Virtual care visits are not recorded. The same privacy and security laws as an in-person visit are used with the virtual care visit. Telebuddy cannot be used to connect with family members since it is for care and treatment only.

Questions?

This information is not specific to your child but provides general information. If you have any questions, please ask your care team.