CAREWORX FULLYMANAGED

SAFELY CONNECTING "VIRTUALLY"

With restricted visitation protocols in place, keep in mind a major of your resident's health is that connection with family and friends. A few thoughts from the team here at CareWorx Fully Managed – we've had many discussions in the past week about this:

When connecting residents to family members, here are our thoughts:

- FaceTime, Skype, etc.. are good use for face-to-face virtual connections between residents and families.
- Be aware the device/app you use requires both parties to have the same device and app.
- If possible, try not to discuss PHI.
- When using a device on a mobile cart please be cautious of cross contamination. Carts moving from room to room should be wiped down for infection control.
- iPads and Tablets (touchscreen) are best option because they can be wiped down for infection control and should be wiped down appropriately between resident use.
- Laptops are not a preferred option as they are not easily wiped down and cleaned between resident use.
- Best practice is to designate 1 to 2 devices in the facility/community for this purpose only and never use this device for business, clinical or financial tasks.
- Be sure the device has a Mobile Device Management (MDM) tool installed for security purposes.

*****Also, we are seeing a huge spike in "Phishing" email attacks. Watch out for emails with "COVID-19" in the email subject box. Do not open or click on links if you are not 100% sure who sent the email.**

We hope this helps! If anyone has any other questions related to this topic, don't hesitate to reach out.
Be safe everyone! And thanks to all helping to keep our seniors protected and healthy.