

Preparing for a virtual consultation

1. Prior to transferring a pediatric patient to CHEO, our Regional Bed Flow COVID-19 response plan indicates that schedule 1 facilities must provide a virtual risk assessment to patients in local hospitals that are being considered as a Form 1 candidate or who have been placed on a form 1 and are seeking transfer. This change in practice is imperative to reduce the occurrence of unnecessary transfers and exposure to infection for CHEO staff, first responders, children, and families.
2. Prior to calling CHEO, please allow patients to have access to any of these devices (**recommended to use the patient's own mobile device**):
 - a. A computer with camera and microphone
 - b. A smart phone – iPhone or Android
 - c. A tablet – iPad
3. If the patient does not have a device, do you have access to any of these devices:
 - a. A computer with camera and microphone
 - b. A smart phone – iPhone or Android
 - c. A tablet – iPad

If there is a device to support the assessment, prior to calling CHEO please ensure that you have considered the following:

1. Do you have wifi or data that you can use?
2. Do you have somewhere quiet where you can set up?
3. Is your patient consenting in sharing their email address to schedule the video visit?

Once these points have been considered please directly call CHEO's main switch board at 613-737-7600 ext. 0 and ask for the on-call psychiatrist.

Once connected with the CHEO on-call psychiatrist, CHEO will schedule a Zoom meeting and email the start time and information about the video call to the email address provided.

Click the link in the email invitation to join the Zoom meeting.

How to download and access Zoom

For patients and caregivers using their own devices

1. Look for the App Store or Google Play icon, depending on the type of device you have
2. Search for “Zoom”
3. Install the application
4. The app has now been downloaded to your phone! Open your email and click the link provided by CHEO. The app should automatically open. Please allow the app to access your camera and microphone if asked.

For patients and caregivers using a hospital device

If this is the first-time using Zoom on the hospital computer or device, Download and Install Zoom Client for Meetings [here](#) before launching your meeting to avoid delays. You may also download Zoom for Mobile Apps [here](#) for phones and tablet use. You must upgrade to the latest version of Zoom if prompted.

Open the email and click the link provided by CHEO

The Zoom app should automatically open. Please allow the app to access your camera and microphone if asked.

You may be asked to wait in a waiting room until the CHEO clinician is able to join. Until then, the screen will look like this:

