![jamf](jamf logo)

Protect Providers and Connect Patients and Families with Telemedicine

Virtual Visits powered by Jamf delivers telehealth from a safe distance

Digital patient experiences that don't put their providers or families at risk

In the wake of a global pandemic, the ways business gets done, education taught and care delivered has changed.

COVID-19 has particularly taken its toll on healthcare facilities. Doctors, nurses, respiratory therapists and others on the care team are challenged with balancing the need to visit hospital rooms to check on patients with preventing the transmission of infectious disease among frontline staff.

As more individuals require care, the need for personal protective equipment (PPE) to keep caregivers safe when delivering care greatly rises. This surge has also created another problem: visitor restrictions are separating patients from their friends and families at their most sensitive moments.

With global shortages on PPE, what if care could be delivered without ever entering a patient's room? What if families could be connected to their loved one from the safety of their own home?

Virtual Visits powered by Jamf makes this possible. Healthcare organizations can now configure and deploy third-party conferencing platforms such as Zoom or Microsoft Teams to Apple devices for providers to make virtual rounds to patients — or for patients to stay connected with their loved ones.

Empower providers, patients and their loved ones with telehealth technology

When patients are admitted, the last thing healthcare providers want them to do is focus on configuring their device with a secure conferencing solution — to remain HIPAA compliant — and create their own account during their treatment.

The workflow from admittance to discharge is paramount to ensuring a streamlined, beneficial experience for patient, their families and the provider.

Depending on the video conferencing platform, Virtual Visits powered by Jamf can help organizations:

1 **Create unique web conferencing accounts for each patient**

2 **Deploy accounts for use on hospital-owned iPad or iPhone**

3 **Build a simple workflow for providers and families to facilitate a video call**

4 **Automate device setup and securely prepare devices for re-use**

How Virtual Visits work
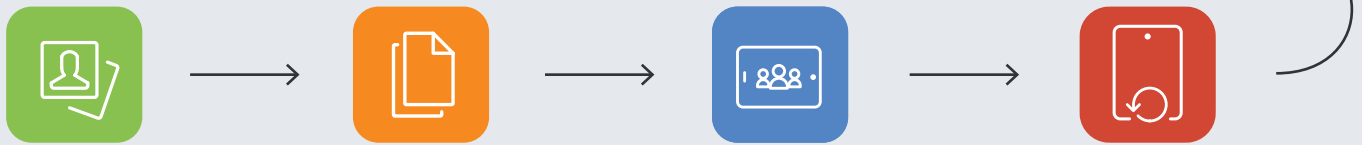
Create unique web conferencing accounts for patients

Jamf Pro — the standard for Apple device management — triggers an automated workflow to create unique, secure and randomized accounts with a third-party video conferencing platform. The patient's account is then stored for each call, greatly simplifying the complexity of account creation, logins and eliminates the need for patients to remember passwords.

Deploy accounts for use on hospital-owned iPad or iPhone

Once video conference accounts are stored in Jamf Pro, they are set up for use on the patient's device, so their provider or family member can initiate a video call.

Some conferencing apps can be pre-configured in Jamf Pro to support auto-login when the app is first launched. For others, a web app that displays the temporary patient account information can be installed, which the care team uses for a one-time login in the conferencing app. Once the patient is logged in, they can receive in-app notifications on the device.

For other scenarios, Jamf Pro can install a one-tap "Meet Now" web app on the patient's device. Once tapped, this web app will auto-join the patient's meeting in the video conference app*.

Build a simple workflow for providers and families to initiate a video call

To initiate a meeting, doctors, nurses or other clinical staff can access the video conference directory from their Mac, PC or mobile device and search the directory by the patient's room number. Once located, they simply select to begin the call. This will launch the appropriate conferencing platform and auto-join the patient's meeting.

For patient to family video calls, the "Meet now" web app can be configured to share the unique meeting link to patient families and loved ones via email. Once they open the link in their inbox, they will be prompted to join the meeting or download the required app.

For scenarios where the patient is using the "Meet Now" web app, the provider or family would remotely notify the patient when it's time to join. Although Jamf Pro configured a one-tap join, the patient is not logged into an account, and cannot receive in-app notifications.

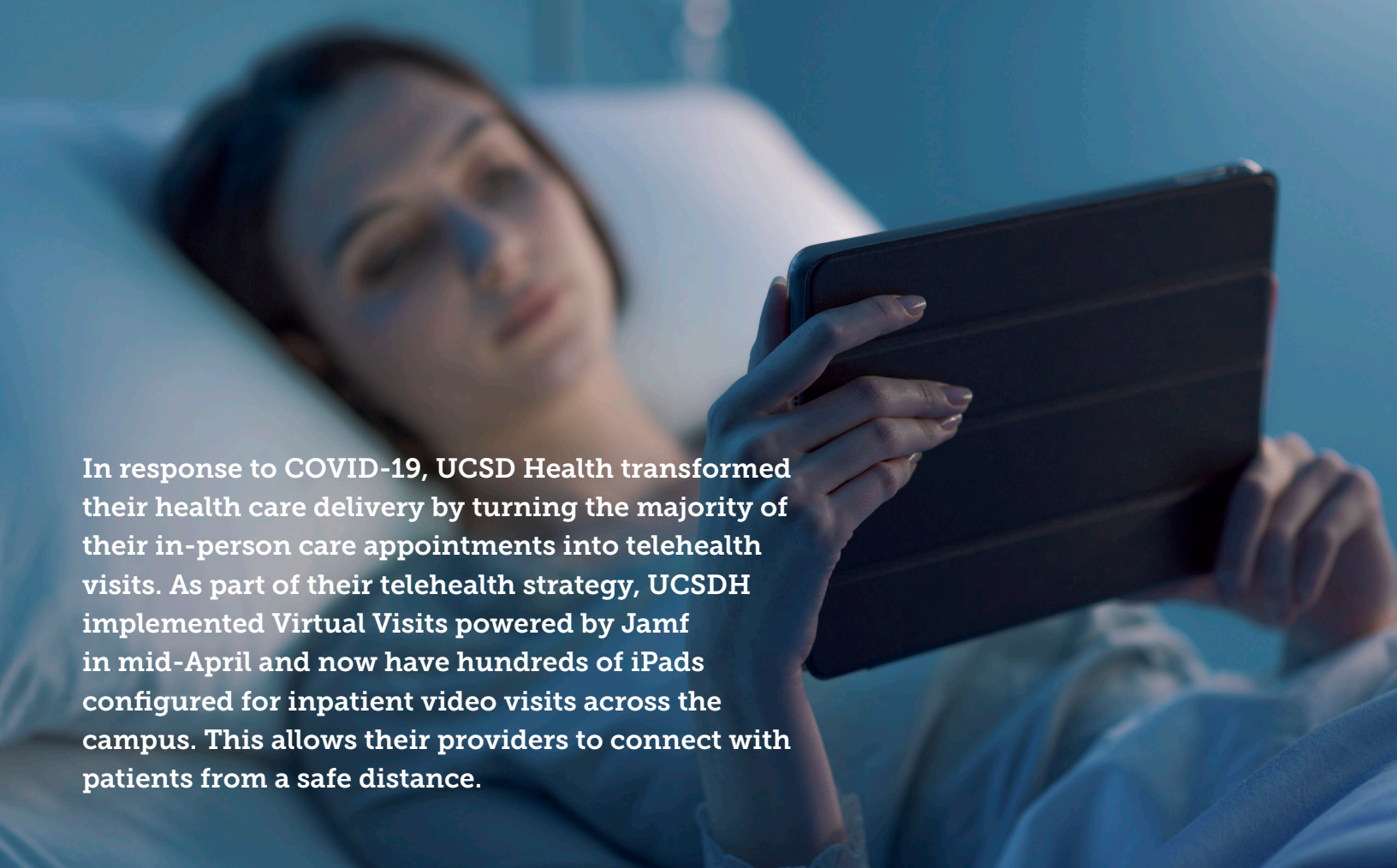### Automate device setup and securely prepare devices for re-use

Jamf Pro integrates with Apple Business Manager and Apple School Manager so you can automatically enroll and configure new or existing Apple devices remotely. Get hundreds of devices configured, managed and deployed in minutes.

When devices need to be prepared for re-use, Healthcare Listener — an EMR integration to Jamf Pro — can automatically erase iOS, iPadOS and tvOS devices based on patient events such as discharge or transfer. For devices that may change locations, or for a user-driven erase workflow, Jamf Reset can be used to wirelessly refresh iOS and iPadOS devices in a few taps.

Then, when the device automatically re-enrolls to Jamf Pro, dependent on video platform, the conferencing account can also be refreshed.

For scenarios where video conferencing is the only purpose of the device, the account can be refreshed without the device being erased at all.

Regardless of the workflow, this process can happen for each and every patient to ensure utmost patient privacy and security.

In response to COVID-19, UCSD Health transformed their health care delivery by turning the majority of their in-person care appointments into telehealth visits. As part of their telehealth strategy, UCSDH implemented Virtual Visits powered by Jamf in mid-April and now have hundreds of iPads configured for inpatient video visits across the campus. This allows their providers to connect with patients from a safe distance.

Limit transmission, save PPE, and connect patients

With limited resources and staff, Virtual Visits helps ensure providers and patients stay connected from a safe distance. Doctors and nurses can round on more patients in less time, all while remaining HIPAA compliant through secure and private telehealth.

Even patients who are admitted to the hospital and in isolation can feel connected to their families and loved ones in their time of greatest need.

Now is the time to put Virtual Visits workflows in place to not only protect care providers, but to be at the forefront of future medicine practices and exceptional patient experiences. Doctors, nurses, patients and their families will thank you.

To start using Virtual Visits today, and keep providers and patients as safe as possible, visit: www.jamf.com/virtual-visits.