

Question Asked	Answer Given
<p>Excellent webinar!!! As a long-time hospice + palliative ^oops! As a long-time hospice & pal care provider, encourage chaplaincy support for CARE TEAMS, too!!! Thank you for permission to share this webinar and resources! Please mention appropriate citations for citing and referencing to give much credit where it is due...</p>	
<p>How do you spell Avia workspace?</p>	
<p>Never mind, found it: https://www.aviahealthinnovation.com/covid-19-digital-resource-hub/</p>	
<p>Could you provide us with all the scripts you mentioned? And also a standard operating procedure you might be using after webinar?</p>	<p>Yes!</p>
<p>Could you provide us with all the scripts you mentioned? And also a standard operating procedure you might be using after webinar?</p>	<p>We have asked panelists for those. We will provide with the recording.</p>
<p>I was informed we need an informed consent form and release that clients could sign to give us permission to do Tele health? Is that true? If so, do you have an example you could send?</p>	
<p>Helping develop this at VA Hospital that isn't set up for this yet. Was told we need informed consent from patients to do this. Is there a form that exists? Or is that even an issue?</p>	
<p>FYI, speaker's Webcam is not on Video</p>	<p>better now?</p>
<p>Yes, all cams are broadcast.</p>	<p>not sure - it is working for others - we will send the recording - sorry!</p>
<p>What was the name of the phone service? Via/Vea?</p>	
<p>What was the name of the technology Amy mentioned that they are using for phone calls to look like they are coming from a hospital number?</p>	<p>https://www.aviahealthinnovation.com/covid-19-digital-resource-hub/</p>
<p>How to connect when patients do not have access to phone and computer due to mental health issues in the psychiatric setting?</p>	
<p>What about nursing home facilities?</p>	
<p>What have been some of the difficulties and/or surprises in navigating the move to telehealth spiritual care with hospital admin?</p>	
<p>Amy mentioned having one person in house. what is that chaplain's role?</p>	
<p>is there a possibility to have a Facebook or social media ongoing discussion about this specific topic? . . . for ongoing crowd-sourcing, etc?</p>	<p>We have been using this google doc: https://docs.google.com/document/d/1yWILGYndb6JC7X00002LLNTMhTseCdJ-yL4mAFbSUyc/edit https://www.hhs.gov/about/news/2020/03/17/ocr-announces-notification-of-enforcement-discretion-for-telehealth-remote-communications-during-the-covid-19.html</p>
<p>I am missing the link regarding the waving of hipaa.</p>	
<p>Had Petra audio, now gone</p>	
<p>Thankss, still nothing. All computer indicators green</p>	<p>Working on this end. Deborah is speaking now.</p>
<p>COVID related staff reductions are already causing dangerous stress levels. We will in many cases need to triage-shift our care towards staff from patients in order to help keep them functioning providing clinical services</p>	
<p>Any suggestions if we're furloughed and want to reach out in our communities and potentially globally?</p>	
<p>this is great! thank you</p>	
<p>Note that because of call blocking the message you leave can be very important - I leave a specific call back time, and try to be prompt. If the patient wants to talk, they will know I am the anonymous caller.</p>	
<p>could you provide documentation of the communication from teh office of civil rights?</p>	
<p>Have any of you used FaceTime for CPE Individual Supervision or one-on-one patient or family support?</p>	
<p>how have people worked with interpreter services when working with telechaplaincy?</p>	
<p>Are chaplains creating a special agency FB account in order to FaceTime with patients?</p>	
<p>Have the spiritual texts you might be grounding your pastoral care or prayer with changed with COVID19, and if so, any recommendations?</p>	
<p>Has anyone established a Pastoral Care Hot Line for staff to call-in for support?</p>	
<p>how deal with the lack of physical presence. Sometimes physical touch can do a lot to connect with the patient. How do you work w/o touch?</p>	
<p>Is there a list of hospitals doing telechaplaincy?</p>	

I tried Googling "Epic" to search for secure teleconferences. I didn't find anything. Could you provide name(s) of HIPPA-friendly teleconferencing tools?

<https://www.aviahealthinnovation.com/covid-19-digital-resource-hub/>

Can someone provide link to news of CMS suspending certain HIPPA rules?

I think I found it: <https://www.hhs.gov/about/news/2020/03/17/ocr-announces-notification-of-enforcement-discretion-for-telehealth-remote-communications-during-the-covid-19.html>

has the webinar started? I cannot hear anything yet

yes!

I cannot hear and when I click on "audio options" nothing happens got it fixed-- thank you!

what if we are going into the room because our organizations/management is telling us that we have to do? but we don't believe that it is best for the patient, because of risk of being a disease vector?

where are the examples of the scripts? I didn't see any listed in the handout section

we will send them with the video

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working on it!

where are the examples of the scripts? I didn't see any listed in the handout section

Hi Emily - everything will be included in a follow-up email. Thank you!

will we have access to these presentation slides for future reference?

yes!

will we have access to these presentation slides for future reference?

Yes and the recording.

will we have access to these presentation slides for future reference?

yes!

will we have access to these presentation slides for future reference?

yes!

Sorry, I can't hear the audio

Our presence matters, our presence doesn't have to be physical

What's your experience with providing care to family of a patient that just died remotely/over the phone?

If you PROPERLY use PPE, there is minimal risk

When you all send the attachments, will you please provide the details on those screening tools? Thank you. :)

Thank you everyone.

According to CMS the HIPPA compliance issue has been waived due to COVID-19. Is that not correct?

I can't hear anything. Sorry.

better now?

How are you handling being able to provide spiritual resources such as Bibles, rosaries, etc?

Any resources for tele-chaplaincy for working with limited or non-English speaking patients?

Which program, method, system is the best way to do video conferencing with healthcare professionals, patients and their families?Thanks...

Hospital administrations are restricting the number of visitors and banning volunteers from going into patients' rooms, how to offer telechaplaincy to provide end of life care for a home setting or institution?

home-setting. Thanks Trace

How can a group of chaplains share an On-Call pager for different shifts if not all are going to come into the hospital?

I have already arranged for a nurse to place a phone call to a patient's personal pastor from the patient's bedside phone, so that he could pray directly with the (non-responsive) patient.

But to do that, I had to be here, in the hospital.

Yes. When it was declared a national emergency, waivers we made...

Meditation apps - Calm and Headspace have offered many of their services for free.

Thank you

I'm trying to offer tele-support-groups for my outpatients via BlueJeans video chat service. BlueJeans is approved by my hospital for HIPPA compliance, but my compliance officers have questions about whether we're okay with group video chat. Do any panelists have experience with this?

The question about not being able to be with the body of the deceased... I haven't done that yet with COVID-19, but I have done this many times in the cases of deaths in the Emergency Department where the coroner won't let the family see the body because they regard it as evidence. Trauma chaplaincy might offer a lot of guidance here?

Thank you all! So helpful.

Can someone provide a link to the spiritual screening tool that was used?

Any telehealth suggestions for chaplains working with behavioral health patients?

Question for Kurt: What is the format of these twice weekly check ins you're talking about?

Will examples of the scripts be posted here?

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Did he say Julie Exhaim? Trying to find the document.

What does Telechaplaincy look like for non-verbal patients?

Lisa (United Kingdom) Thank you for this - It is so helpful

Has anyone set up a social media account in their NHS Trust to boost morale and affirm staff.

Petra with GDPR are we allowed to contact patients?

On this point I am wondering where family members will wait - near ICU we have limited space. Each patient is allowed 1 visitor - where do they go to self-isolate in their grief?

I raised this today at senior management level and they had no thought of that - where can they eat. Surely they can't freely wonder around hospital after being in contact with family

I can't here anything

can anyone else here the audio

I can't here is anyone else having this issue

oops hear

Obtained resources such a "spiritual communion" prayer. In English and Spanish.

For pt's with computers in their room. Providing music using the computer when the medial staff are not in the room.

Daniel, what spiritual screening tool did you use in your study?

How would you say that this will affect CPE students, both now and in the future?

For Amy: for chaplains at home, how do you they receive referrals/consults to guide who to call and how do they chart?

I work in elder care. Phones are certainly easier for some over Facetime, Skype or other technologies. Concerned about hearing impairment and cognitive impairment--both make non-in person conversations difficult. Can someone please speak to these challenges?

was that perfect serve? wasn't sure of the name

Could you please repeat the question?

What are your thoughts on eldercare (long term care) chaplaincy? Do you have any experience from this and subsequent wisdom?

I have been using *67 for ambulatory patients and has been successful.

Could you please clarify the name of the VPN service you utilized for cell phone calls to appear as if they came from the hospital?

yes they will be sent with the recording

Yes we will send them with the video later today

We will make them available with the recording.

Yes

;))

better now?

<https://www.aviahealthinnovation.com/covid-19-digital-resource-hub/>

As Chaplains at Brigham and Women's Hospital, we are in the process of developing a spiritual care instagram account specifically for staff support. We would be happy to tell you about what we are doing. We are also dropping off Spiritual Care Department cards with our phone number to give to patients who are on droplet precautions to let them know we are available by phone.

Many thanks for this webinar. Valuable and worthwhile!

Will you be making ppt's available?

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can some of the panel members share as a handout some of the telephone scripts they have mentioned?

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How has the panel managed the need for referral to community clergy if asked by the pt or family? Especially during the Covid 19 crisis when visitors are prohibited from visiting?

Yes the ppt will be available

Yes along with the recording. Thanks.

Yes they will be sent later today

Yes we will send them with the video later today!

We have asked them for them ans will share them with the recording.

As a parish priest, how would I fulfill the Sacrament of Eucharist and Anointing of the sick remotely?

I work for a hospice (community model, in facilities and homes). Two questions,,, 1) We have been told by our hospice managers that we MUST do person-to-person visits because CMS does not currently allow for telehealth visits in hospice. Is there any nationwide guidance that will help with this? 2) Where we feel compromised (no PPE, patient with respiratory symptoms and fever) is there any guidance about OSHA requirements for us?

Our managers say otherwise on HIPAA and FaceTIME

Any thoughts/best practice on how to provide care for frontline staff?

I'm a hospice Chaplain, so the patient's ordering physician determines the disciplines necessary which includes spiritual care in their orders.

Do these same practices work for phone calls within the hospital- perhaps to an inpatient room?

Yes!

can you repeat the name of the spiritual screen

Will you share your script? Thank you.

yes we will send them with the video later today

Thank you for this webinar. Thanks for your service.

any additional advice for interacting via phone with patients dealing with respiratory distress / failure?

Thank you! Will the slides also be available? They're really really helpful!

Yes along with the recording.

Thank you! Will the slides also be available? They're really really helpful!

Yes!

What practices are being used to connect with staff during this stressful time?

I can't hear anything. Is that issue on my end?

should be better now

Yes, everything is clear. Thanks!

Our chaplaincy team is not young (in our 70's and 80's). We are putting ourselves at risk. This is a very important topic to us.

Sorry, can you please post those assessment tools Daniel is using/recommending?

Have you had any experience and/or research with use of texting?

you could call the hospital and transfer.. would hospital ID may show up. try that out

what I would appreciate is when this is all settled down how much there was participation

Michael -- anything you need from me?

How did Patients with breathing problems deal with the telephone chaplaincy?

Sorry, what is CMS? I am from Germany, not familiar with abbreviations...

thank you for this answer, Petra!

How do you deal with family's need to say good-bye after a patient has died, but restrictions make that impossible? Are there any creative ideas?

Thank to you all!

Appreciate your help in Germany, where we are preparing for care

How do you succeed in reaching persons who do not have the gadgets that you have, especially those in the interior villages?

When nurses and doctors have go into the room and deal with patients physically, is it ethical acceptable to stay abroad and only deal with patients and their families from a digital distance?