

Set up Webex Teams for success in your healthcare facility

Our healthcare facility is now using telehealth in our examination and observation rooms to reduce the risk of potential viral transmission between healthy and affected patients at our facility. Follow these steps to set up your Webex Teams Spaces and Teams for success.

Begin by understanding the Webex Teams tool:

A **Space** is an individual collaboration chat thread created for one specific conversation: like an exam room or patient.

A **Team** is made for a group of people who will need to access multiple spaces together. One team can include many spaces.

- When you're a member of a Team, you can add yourself to any Space within that Team.
- But, if individual people are added to only a Space within that Team, they will only see the Space they are apart of and they won't know that the Space is a part of a Team.

To organize the Webex Teams Spaces across your healthcare facility, we suggest creating a standard practice for how your Teams and Spaces are created in Webex Teams. Healthcare best practices suggest you create 3 types of Teams for this Webex Teams + Samsung Galaxy tablet solution:

1. Examination rooms: Create one Team dedicated for examination rooms per building, section, or floor of the facility:

Each Space within the Team will represent one examination room with a Samsung Galaxy tablet in it, where virtual consults will occur.

2. Observation rooms: Create one Team for patient observation rooms per building, section, or floor of the facility:

Each Space within the Team will represent one observation room with a Samsung Galaxy tablet in it, where a patient will stay for an extended period of time, to be cared for through virtual rounds.

3. Patient families: Create one Team for followup conversation with family or guardians of patients in each building, section, or floor of the facility:

Each Space within the Team will be used to have conversation between the care team and the guardians of a patient. The Samsung Galaxy tablet will not be included in these spaces.

Note: Theses spaces are created with the family member to notify them to download the client. These spaces would be used to notify family members of upcoming interactions with the patient only. No active calls would take place on this space.

Teams

