Visit Me Program

Hospital Contact
Hospital/Clinic Name: _______________________________________________________________

Hospital Contact for iPad: ____________________________________________________________

Phone: _________________________________________________________
Email: _________________________________________________________

Mended Hearts’ Contact Information:
The National Resource Center can be reached at info@mendedhearts.org or by calling 1-888-HEART-99

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My Heart Visit Website
www.myheartvisit.org
About Visit Me

The Mended Hearts, Inc. (MHI) used the obstacles presented by COVID-19—the inability to visit patients and families in-person in hospitals, clinics, and rehab centers—to create its Visit Me virtual visiting program. Because virtual visiting allows patients and families to receive a visit from a trained visitor without the need to be physically present, we can reach patients and families we could not reach before. Visits will take place by video chat, web chat, phone and email, and will serve patients and families throughout the nation. Each qualified hospital in the program will receive an iPad at no cost so patients, caregivers and families can receive a visit and have educational resources right at their fingertips. This rapid response was created to provide hope and support to ALL communities during COVID-19 and well into the future.

Why?

As our country, and the whole world, moves into a time where individuals are no longer physically together, the need for patient and family support becomes even more urgent. Before COVID-19, patients and families could attend support group meetings, educational conferences, and fun events where they were able to connect with others like them—people who understood what they were going through from firsthand experience. While they were in the hospital, they could be visited by a trained Accredited Visitor who could answer their non-medical questions. These activities provided patients, caregivers, parents, and families with a sense of hope, comfort, and a feeling that they are not alone.

Today, patients are often alone in the hospital, or may be allowed one close relative as a visitor, due to COVID-19 restrictions. This sense of isolation makes an already stressful situation even more scary and overwhelming. The under-served population is at an even higher disadvantage during this time due to the lack of in-home internet, smart phones, and the ability to connect virtually. The Visit Me program was created to help patients and families feel more connected and less alone.
The MHI Accredited Visiting Program is the cornerstone of the organization. In 2018 alone, MHI Accredited Visitors visited more than 230,000 patients and families! People who are visited tell us they feel less scared, more confident and recover faster than those who do not receive a visit, as confirmed by their cardiologists and surgeons. MHI’s Accredited Visiting Program improves the lives of those who are visited and has even been shown to improve the lives of the visitors themselves.

MHI has created a new microsite (www.myheartvisit.org) and an app where patients, caregivers, parents and families can request a visit from an Accredited Visitor who has a similar diagnosis or is a parent of a child with a similar diagnosis. Trained visitors will answer non-medical questions and provide support to the patient or family member. As always, our visitors are trained on empathy, active listening, rules of conduct, diversity sensitivity, and honoring privacy and confidentiality requirements of MHI in compliance with HIPAA. Visiting platforms will be secure, and visitors will have additional training on privacy and confidentiality while visiting virtually.

MHI has created a Mended Heartline—a telephone hotline for patients, caregivers, and parents. Trained volunteers will staff the hotline so that people anywhere in the U.S. can call when they need support.

Virtual visiting and support programs are available to patients, caregivers, and families either online or by telephone. With the iPads and the Visit Me app in 500 hospitals, clinics and rehab centers, patients, caregivers, and parents can request a visit from a trained volunteer peer right in the app. Visits will be conducted by video chat, email, phone, text, and web chat. This allows the patient, caregiver, or family member to choose how he or she would like to be visited. It also allows MHI trained volunteers to visit any patient or family member anywhere in the United States!

Through Visit Me, MHI has also created easy access to online educational resources for our members and the public. Patients, caregivers, and parents will feel more confident in making decisions and caring for themselves and their loved ones when armed with reliable, accurate information and resources.
Congratulations! Your hospital qualified to receive an iPad at no cost as part of the Visit Me virtual visiting and education program. Here is some information about the iPad that will help your patients and families and your hospital or clinic.

About the iPad Program

Where to Start

When you receive your new Mended Hearts iPad, simply remove it from the box, add the case and turn it on. You will first need to connect your iPad to the WIFI at your hospital. The iPad will be pre-programed with prompts for you to easily set it up. You will be asked to enter the hospital and location. (For example: Excela Health, Greensburg, PA) This will log your iPad automatically into the network of iPads we are deploying across the country. Please leave both the location and Mosyle Services enabled so that we can track the iPad and make updates to it if needed.

Once you follow through the prompts, it will be automatically connected to Mended Hearts’ premier education and support programs.

What is on the iPad?

Education
The iPad will contain several PDF versions of our education guides. These guides are specific educational pieces that have been medically reviewed and written in patient language for ease in understanding.

Also, on the iPad will be links to our Mended Heart Guide and our Mended Little Heart Guide. These guides are interactive and can provide education to patients, families, and caregivers. The guides truly take a patient from diagnosis through a lifetime of healthy living while addressing the emotional and physical struggles that they may face.

A video library will be pre-loaded on the iPad so that patients, families, and caregivers will be able to access educational videos, patient stories, webinars, and other heart disease content.
Support
Our premier visiting site, www.myheartvisit.org, will be linked on the iPad. This will allow patients, families, and caregivers to access the site to request a visit, connect with others online, and be supported by someone who understands their journey. Support can be offered via telephone, video, email, and chat, as well as online at our community discussion group.

All our Mended Heart visitors are accredited through our national accreditation and have been trained on a variety of topics such as active listening, diversity, HIPPA, and empathy. Our volunteer visitors DO NOT give medical advice and are accredited each year.

Care of the iPad
Each iPad will have a protective, antimicrobial case with it when received. The iPad and the case are designed for easy cleaning with a hospital grade disinfectant wipe. Simply clean the iPad with a wipe so it is sanitized and ready for the next patient. The iPads are not waterproof, so care should be taken to protect it from water spills. We suggest maintaining the iPad at a nurse's station or another place that is easily accessed by your staff when not in use.
Security

Mended Hearts understands that the safety of patients, families, and caregivers is the most important factor in this program. To secure the iPads from misuse, they will not be allowed to have access to inappropriate content, or information that is not specific to Heart Disease education and support. Apps will be restricted from download to assure that appropriate content is being utilized. Each iPad will also be secured to prevent patients, families, or caregivers from entering personal information (such as a credit card, etc) to avoid accidental transfer of personal information from one patient to the next.

When Something Goes Wrong

**Damage**
Accidents happen and we have you covered. Each Mended Hearts’ iPad is covered from damage under AppleCare. Mended Hearts will work with Apple to replace damaged iPads, so the burden is not on you.

**Lost or Stolen**
We understand sometimes things happen, so we have built in a protection. If your iPad is lost or stolen, please notify Mended Hearts immediately. We will locate the iPad via GPS and see if it has left the hospital premises. If it has, we can lock and wipe the iPad. This will disable the iPad and prevent use by any unauthorized user. Mended Hearts will work with you to provide another iPad.

Please note that the iPads are property of The Mended Hearts, Inc and should remain at the hospital or clinic that has been designated to receive it, for the purpose that it is designed for. No patient, family, caregiver, hospital staff, or chapter volunteer should remove it from the premise. If this occurs please notify Mended Hearts immediately at 1-888-HEART-99 to report the iPad as stolen.
How to Inform Your Patients & Families

You can let your patients, their caregivers, and their families know about the Visit Me Program and the iPad when telling them about other services available to them or by sharing this postcard (below) with them. You can order these postcards by calling or emailing our National Resource Center at the address below.

There is also a short video about the program for patients on YouTube and on the Visit Me website at www.myheartvisit.org. The link to that video is:

https://youtu.be/VGjxNFdjLbY

Sample Postcard

For questions about the Visit Me program or our iPad, contact:

The Mended Hearts, Inc.
1500 Dawson Rd.
Albany, GA 31707
1-888-HEART99 (1-888-432-7899)
info@mendedhearts.org
www.mendedhearts.org
www.mendedlittlehearts.org
Mended Hearts gratefully acknowledges the sponsors of this program

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