

Ross Memorial taps into technology for visiting during the coronavirus crisis

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Having to spend time in the hospital isn't easy for most people, never mind having to do it all alone.

But it's a reality patients are experiencing all over Canada, including at Ross Memorial Hospital, as a result of the COVID-19 pandemic.

To help make things a little easier, the Lindsay hospital is putting communications technology to the test.

"We are trialing Skype on hospital tablets," explained hospital communications and public affairs officer Amanda Carvalho. "Many patients do already have smartphones or tablets and are able to do video calls with family, so our program is able to support those without devices."

The virtual visiting service will be available by appointment, on certain days of the week, for all inpatients.

"We will evaluate the program as we go and may consider extending it past the COVID-19 pandemic if needed," said Carvalho.

The hospital is also making exceptions to visitor restrictions for compassionate reasons and for those receiving palliative care.

Families are able to contact the unit directly to pre-arrange visiting by calling the hospital's main line at [705-324-6111](tel:705-324-6111) and asking for the unit where their loved one is staying.

Maternity patients are able to bring one support person with them for delivery.

Of course, people can always send best wishes through the hospital's website (www.rmh.org). These will be printed out and delivered, Monday through Friday.