

Support from loved ones is an integral part of the healing process. Amid visitor restrictions to curb the spread of the novel coronavirus, Weiss Memorial Hospital in Chicago uses technology to ensure no patient—COVID-19 or otherwise—feels forgotten.

Alexandria Buckley, a hospital social worker, saw the need for patients to connect with their loved ones. Based on her recommendation, Pipeline Health provided four iPads to each of its hospitals and facilities, including Weiss Memorial and West Suburban Medical Center in Oak Park.

Here's how it works: When a patient or family requests a virtual visit, nurses inform the social workers, who set up the calls and distribute the tablets. The hospital's healthcare heroes also make sure staff, patients and families are comfortable using the technology.

"The virtual visits allowed through the iPads are a true gift when it comes to helping patients get the support and love they need," said Char Cioe, director of case management. "We are so happy to be able to accommodate families in this way."

Nurse Loredana Dobocan recalled the moment a critically ill patient opened his eyes when he heard his family members in a virtual visit.

"I could see the benefits immediately," she said. "It was so heartwarming."

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