



# Management of Visitors to Baby Room in the Context of COVID-19: Online Visitations

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## ABSTRACT

The online visitation for baby room allows visitors to select the time what they want and to visit based on the needs of the mother during the covid-19 pandemic period. The result of Online Visitations is summarized in 3 parts. The first part deals with Visitor Restriction due to Covid-19. The second part concerns the health and safety of our patients, visitors, employees, and our communities. The last part related to patient and visitor satisfaction. Patient satisfaction with the online video visits is high, satisfaction increased from 90% to 93%.

## Key words:

COVID-19, visiting, Baby Room, Online

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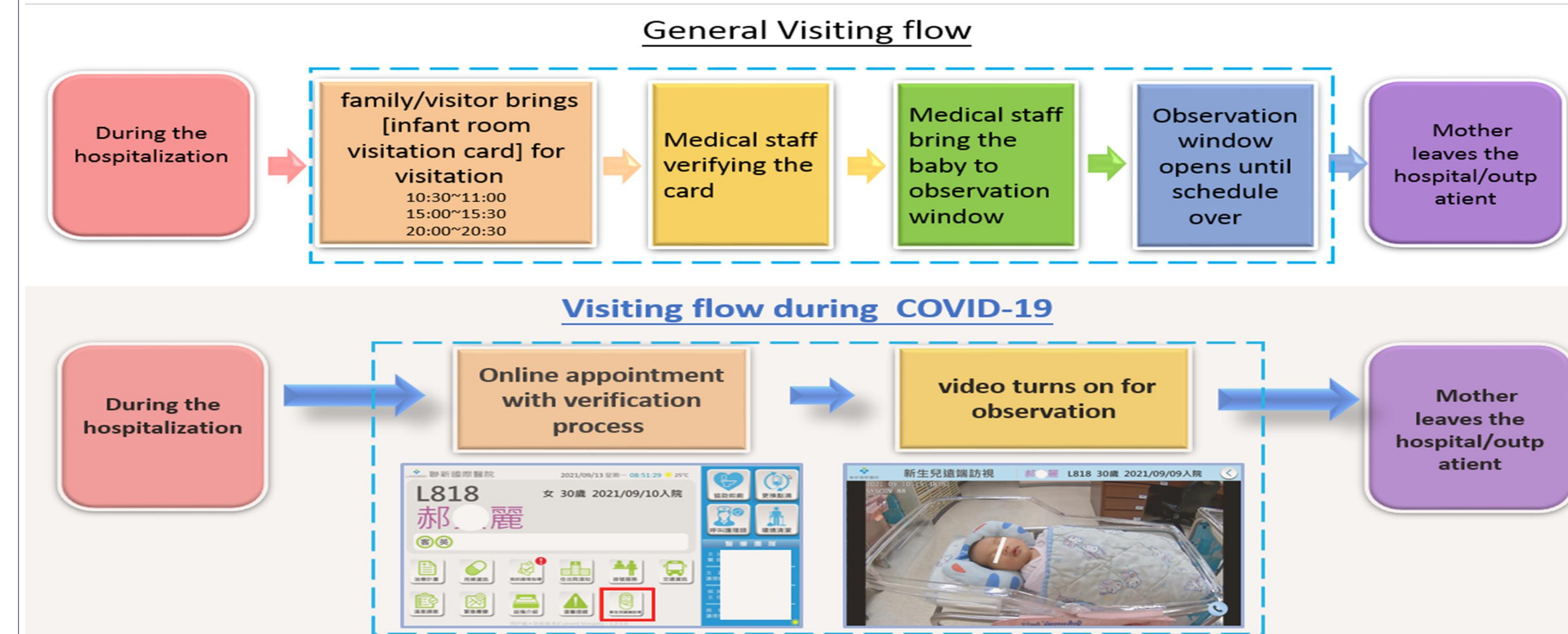
## INTRODUCTION

The long ten months of waiting, anxiously for the family members scrambling to see the arrival of new baby is exciting; Normally, in order to protect the newborn and the mother, the Baby Room has access control and visitation schedule limitation. Especially During the COVID-19 pandemic, the access control must be restricted to limit the physical visitation including the visitors to the hospital.

Use the online system links that we provide to make an online appointments for video visits to the newborns, that has replaced the traditional way. It can greatly reduce the risk of infections to the mothers, infants, visitors, and medical staff. It also increases the overall hospitalization satisfaction for better prevention from the pandemic impact.

## METHODS AND MATERIALS

Re-established the visitor management system: online visitations.



## DISCUSSION AND CONCLUSIONS

The online video system for visitation allows you to select the time period you want and to visit accordingly based on the needs of the mother and the patient's recognized and accompanying member's schedules. After completing the video, you can make another appointment for another time as of timing can be executed by today and tomorrow. This is to prevent the exhaustion that are caused by the induced postpartum from giving labor to a newborn. On the other hands, the traditional physical visitation will have limited schedule in retrospect of an online confirmation, due to the natural tendency of flexibility for the visitation. Because there is no need to travel between the nursery and the patents' room, the exposure to the hospital environment can be reduced significantly, and the risk of infection can be greatly reduced. This allows for the mother in care to also get more restful periods. The overall hospitalization satisfaction increased from 90% to 93%.

The remote online video system is completely different from the traditional visitation system. Medical staff can use the system to provide postpartum care education, for both the mothers and patient's accompanying member, as well as the ease of access through making an appointments at your desire schedules. This will not only significantly reduce the waiting time for visitation, as it will provide an increased reduction towards the risk of exposure to any possible contagious illnesses. Therefore, not only effective for your ensured quality visitation but to also improve the amount of qualitative care received from the medical care to the patient. The medical team can also advance the overall hospitalization satisfaction, which allows for a better organizational flow for all individuals.