

How to Use the Loaner Tablet

London Health Sciences Centre (LHSC) recognizes the benefits of technology that can help with making patients feel more comfortable and also connected to family, friends and entertainment you prefer. We are pleased to offer you this loaner tablet while you are here at LHSC. This program is made possible thanks to the support of the London Health Sciences Foundation.

If you own a working personal device, we kindly ask that you use your personal device to allow those without a personal device access to the hospital's loaner tablet.

Your feedback is important to us and we'd love to hear about your experience with our loaner tablet program. Please complete the survey called "Tablet Feedback", located on the homepage of the tablet, before your discharge. It will be reviewed by the Patient Experience team.

Please review the information below and the "Terms of Use" prior to using the tablet. You will find this on the main screen of your tablet indicating "Review 1st". You accept responsibility and agree to the Terms of Use by using the tablet.

Responsibilities with using this tablet

- **Who can use this tablet?**
 - This tablet is your responsibility for the duration of your stay at LHSC, while the tablet has been loaned to you.
 - This program is intended for individuals who do not own or have access to a personal device such as a mobile device, tablet, or laptop.
 - Please do not share the tablet that has been provided to you for your stay with anyone else such as, a patient in the next bed, a family member, caregiver or staff member.

- **Can I search the internet?**
 - Yes; please note, you may not be able to access all sites as some are blocked.
 - You may not use this tablet for unlawful purposes.
 - Select services and/or applications are also available free of charge on the tablet (see "How do I use my loaner tablet" section below). All other services obtained by the patient are the responsibility of the patient to pay.

- **Where can I use the tablet?**
 - The tablet may only be used in your room.
 - Please only use it while in your bed, or sitting in the chair located near your bed.
 - Please do not take the tablet into the washroom or outside of your room.
 - Please ensure it is kept away from any water sources

- **How can I keep the tablet clean?**
 - Your loaner tablet was sanitized before it was delivered to you.
 - Please practice good hand hygiene before and after using your tablet.
 - Do not use your tablet if you have recently touched a wound or bandage
 - Do not use the tablet if there is any risk of soiling- i.e. during bedside procedures

- **How do I protect the tablet?**
 - The tablet is in a protective case; please do not remove it from the case
 - When tablet not in use, please secure your tablet in a drawer, out of sight.
 - Keep the tablet away from any water sources.
 - Report any damage to tablet, cables or plugs to a staff member immediately

- **How do I return the tablet?**

- The tablet should be returned in good working condition (free of damage/defects such as major scratches or cracks) with all parts and accessories. Normal wear and tear on the loaner tablet or the protective case is expected.
- If your tablet is not working, please let the staff team know what the problem is so it can be reported to Volunteer Services immediately.
- Please give the tablet to your nurse when you no longer need it for your stay in hospital, or are being discharged.

- **What if I accidentally take the tablet home?**

- Please note that the tablet only works while connected to the hospital network. If the tablet is taken outside of the hospital network, it will be automatically locked.
- If you accidentally take the tablet off hospital property, contact Volunteer Services to arrange its return.
- If you fail to return the tablet, LHSC reserves the right to restrict your access to participate in this program in future.
- Please Note: If a tablet you borrowed is not located within the hospital after you are discharged, as part of our follow up process to recover the tablet, you will be contacted to help track its whereabouts.

How do I provide feedback about the loaner tablet program?

- Please complete the survey called “Tablet Feedback”, located on the homepage of the tablet, before your discharge.

How do I use my loaner tablet?

- The tablet is all set up for you; please explore the options on the main screen. You can:
 - Watch Rogers TV for free
 - Have a virtual visit with family and/or friends
 - Review patient education materials
 - Search the internet
- When you sign into a program with your login (e.g. Netflix), say “no” to Notifications
- If you are not using the tablet, shut the screen off to save the battery. You do this by pressing the button on the top-right side of the tablet.
- When you are ready to use the tablet again, press the round button at the bottom, toward the middle of the tablet, twice.
- To improve viewing, you can enlarge print or adjust brightness/contrast.
- If there is another patient in the room, please purchase some earbuds available from the gift shop. Be careful to pay attention to Volume settings. You can adjust the volume with the buttons on the upper-right side of the tablet. Be aware of the capabilities of your personal earbuds or headphones. Loud/harmful noise levels can be damaging to your health.
- Watch the battery level, in the top right corner.
- Every 24 hours, you will need to reconnect to the LHSC WiFi. To do this, go to “Settings”, select “WiFi”, select “LHSC Guest”, then read and accept “WiFi Terms and Conditions”. When you see “Welcome to LHSC Guest WiFi”, select “I’m a patient at LHSC”. When asked “Open in Safari?”, select “Open”. You can now watch Rogers TV. To return to homepage for accessing other applications, press the round button at the bottom.

What if my battery is getting low?

- You have been provided with a charging cable for the tablet. Ensure the cable remains with the tablet at all times.
- If you are at University Hospital, your bed is equipped with a USB charging port. Use the provided cable to plug into the USB charging port on your bed.
- If you are located at Victoria Hospital, you will be provided with a charging cable, cable extender, and a wall adaptor that will plug into the low voltage power outlet behind your headboard.

How can I connect with family and friends?

- You can access your own email and social media accounts on this tablet to connect with family and friends.
 - Log directly into your own email account by entering into the search bar
 - For example: "outlook.com"
- Virtual visits
 - Skype with your family through your own personal account
 - Use Facetime, if they also have an Apple device.
 - Use one of the pre-installed applications (Webex, Facetime, Zoom, Facebook Messenger)
 - Refer to "Connecting with Family & Friends" on home page for apps and instructions for virtual visits.
 - For the privacy and safety of all LHSC patients, do not include any other patients, staff and /or visitors when visiting with your friends and /or family virtually.

How is privacy protected?

- Your privacy cannot be 100% protected.
- There is no identifying information on this tablet.
- The tablet will be reset each time after it is returned to Volunteer Services.
- The browser history will be cleared.
- Remember – you are accessing public WiFi, and should only use secure websites to ensure privacy.
- Please respect the privacy of other patients, staff, and visitors at LHSC by not taking/recording pictures, videos, or audio.
- Be aware of your surroundings when using applications like Messenger, Facetime etc. to only display yourself and no other staff, patients, or visitors while on a video call or using any video application.
- LHSC is not responsible for any information accessed or stored on this tablet.
- While LHSC maintains procedures to clear the tablet of personal information including account logins, it is, however, your responsibility to take reasonable and prudent precautions to protect your personal information.