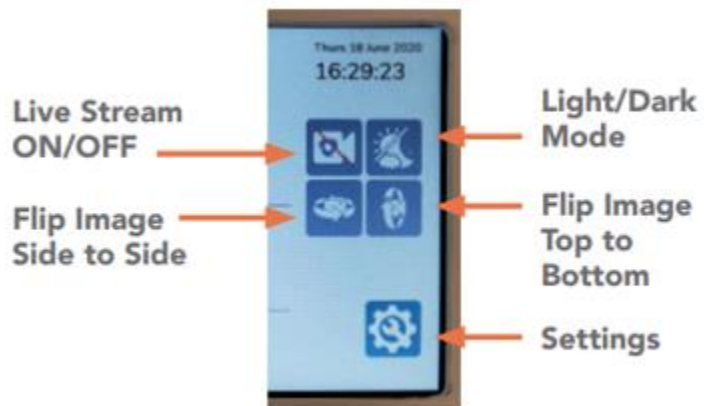


# Newborn Critical Care Center (NCCC) Clinical Guidelines

## AngelEye Camera Guidelines

AngelEye develops and delivers internet-based camera systems allowing parents and families to view and interact with their baby in the Newborn Critical Care Center (NCCC) via live video streaming (upgrade to one-way family audio pending). The AngelEye system uses a camera placed at the baby's bedside so that the parents and other family members who cannot be at the baby's bedside, can view the baby approximately 21 hours a day by logging into a secure account from their laptop, tablet, or smart phone. This system is designed to promote bonding between parents and their babies. A camera is available for all NCCC babies regardless of their location. There is no recording and nothing exists in perpetuity.

The camera will be turned off during **ALL** care times, procedures, or at care provider discretion. There will be a privacy message transmitted to families' devices when the camera is in the off position. It is the responsibility of the care provider who turned the camera off to then turn the camera back on once "hands on" time is completed. **Subspecialties/consults need to be notified/reminded of the AngelEye camera so they will also turn the camera off during their exams. The NCCC physical exams take place each day from 5:00 AM to 8:00 AM. The nurse will turn the camera off at the 5:00 AM care time and turn the camera back on after the 8:00 AM care time.**



Nurses, Infant Care Coordinators, and HUCs are responsible for setting up the primary account for the mother/primary guardian. The mother/primary guardian can then send out invitations to view her infant. Mothers/primary guardians have complete responsibility for the access of additional viewers. Viewers should contact the AngelEye IT department to correct technical difficulties and video feed transmission problems. Should problems arise with camera placement and video connection, the family member will contact the HUC, and the HUC will notify the bedside nurse of the problem. The bedside nurse will use his/her discretion to turn the camera on/fix the positioning. Please make sure families are aware that the cameras will typically be off from 5:00 AM to 8:00 AM daily.

**More Information:**

Appendix A: Parent Information Sheet




Appendix B: Parent Consent Form

## Appendix A

# AngelEye Communication Parent Information Sheet





### How to get started:

1. Complete and turn in the AngelEye Consent Form. Make sure your name and email address are easy to read.
2. Check your email inbox for a message from AngelEye prompting you to create a password for your Account. Email will be from 'support@angeleyecameras.com' with the subject line containing the phrase 'Angel Eye Camera Account'.
3. You will be directed to first login thru the web browser at [https://unch.angeleyecameras.com/users/sign\\_in](https://unch.angeleyecameras.com/users/sign_in) to set up your account. From your email click the button labeled 'Open Angel Eye and Set Password', create/confirm your password and click 'submit', then review and accept the user agreement.  

4. Once you have your user ID and password, download the free  Angel Eye Mobile App for iOS or Android in the app store and **allow push notifications**.
5. To view AngelEye in a language other than English, click in the top left corner of your AngelEye account in any web browser to show a drop-down menu and click  to select the language of your choice.
6. View secure, one-way patient update messages from the care team and review education and helpful resources on the AngelEye System.

### Frequently Asked Questions

**Receiving Alerts:** Accept "push" notifications after downloading the AngelEye App to make sure you're alerted when you have new messages.

**Updating Account Information:** To change your name and/or email address, click the Gear icon  at the top right(browser) or bottom right ACCOUNT tab (App) of your screen and go to EDIT USER INFORMATION.

**Changing Password:** Click the Gear icon  at the top right(browser) or bottom right ACCOUNT tab (App) of your screen. In the drop-down list, click EDIT PASSWORD. You will be able to recreate your password.

**Resetting Password:** Click the FORGOT PASSWORD link under the SIGN INTO MY ACCOUNT button. You will receive an auto-generated email with a new password.




## Frequently Asked Questions

**Receiving Alerts:** Accept “push” notifications after downloading the AngelEye App to make sure you’re alerted when you have new messages.

**Clinical Communication:** Receive one-way messages from the care team under the HOME tab (App), or under the MY PATIENTS tab → click on “View” next to patient’s name (browser). Only parents or guardians can receive messages from hospital staff.

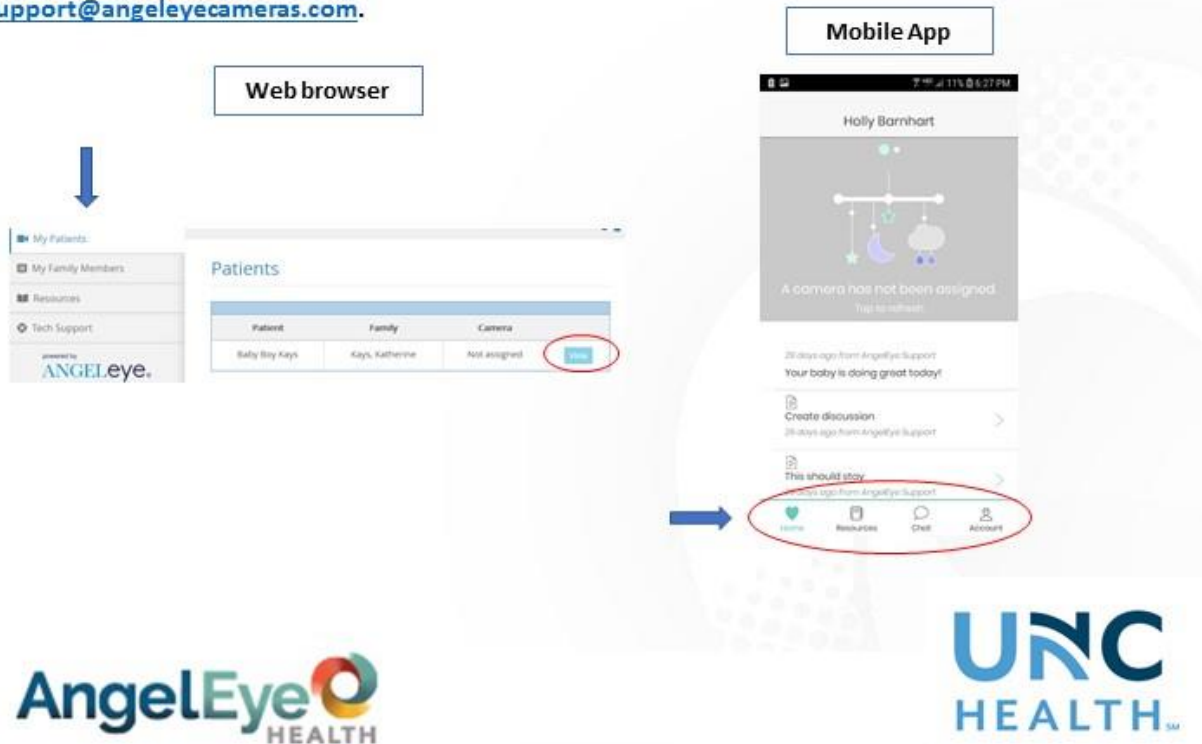
**Resources and Education:** To view recommended education and resources click on the RESOURCES tab on the bottom of the screen (App), or on the left side of the screen (browser) . Only parents/guardians can see resources.

**Updating Account Information:** To change your name and/or email address, click the Gear icon  at the top right(browser) or bottom right ACCOUNT tab (App) of your screen and go to EDIT USER INFORMATION.

**Changing Password:** Click the Gear icon  at the top right(browser) or bottom right ACCOUNT tab (App) of your screen. In the drop-down list, click EDIT PASSWORD. You will be able to recreate your password.

**Resetting Password:** Click the FORGOT PASSWORD link under the SIGN INTO MY ACCOUNT button. You will receive an auto-generated email with a new password.

**For assistance, please contact AngelEye Health by calling (855) 456-6805 or emailing [support@angeleyecameras.com](mailto:support@angeleyecameras.com).**



The diagram illustrates the user interface for the AngelEye platform, comparing the web browser version on the left and the mobile app version on the right. A blue arrow points from the web browser interface to the mobile app interface, indicating the transition between the two.

**Web browser interface:** The top navigation bar includes "My Patients", "My Family Members", "Resources", and "Tech Support". The main content area shows a "Patients" table with columns for "Patient", "Family", and "Camera". The table contains one row: "Baby Boy Kays", "Kays, Katherine", and "Not assigned". A red circle highlights a "View" button in the "Camera" column.

**Mobile App interface:** The top navigation bar includes "Home", "Resources", "Chat", and "Account". The main content area shows a user profile for "Holly Barnhart" with a family tree icon. Below the profile, there is a message: "A camera has not been assigned. Tap to refresh." Below that, there is a notification: "28 days ago from AngelEye Support: Your baby is doing great today!". Below the notification, there is a "Create discussion" button with a right arrow. Below the "Create discussion" button, there is a "This should stay" button with a right arrow. A red circle highlights the "Account" button in the bottom navigation bar.

**Logos:** The AngelEye HEALTH logo is located at the bottom left, and the UNC HEALTH logo is located at the bottom right.

## Appendix B

### AngelEye Camera Guidelines – Parent/Guardian Consent Form

Welcome to the Newborn Critical Care Center (NCCC)! We understand having a baby stay in the NCCC can be stressful. The AngelEye System is a gift for you while your baby is here in the NCCC. We hope that it helps with breastmilk production, supports bonding, and brings peace of mind when you cannot be here.

Please sign and date below if you agree to follow these guidelines when using the AngelEye System.

1. The AngelEye Cameras will be turned off from 5am until 9am every morning during the time that doctors look at their patients. They will also be off during each care time, when your baby is getting treatment, and when your baby is out of bed.
2. UNC Hospital does not allow recording and/or sharing of videos or photos taken through the AngelEye System. We will turn off the camera completely if you take any videos or photos through the system.
3. Please be mindful of calling the unit regarding the camera for situations such as a pacifier falling out of your baby's mouth. Your baby will cry or look uncomfortable at times but is being closely monitored.
4. Please share the guidelines with all of your family members who use the AngelEye System.

You will receive a message in your email account or in MyChart (**myuncchart.org**) inviting you to setup your password as soon as we setup your account. You can also download the free AngelEye app for iOS or Android.

We reserve the right to turn off the camera if we feel its use hampers our ability to provide excellent care to your baby or to our other babies.

Mother's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Second Caregiver's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

#### Please Print

Mother's email address: \_\_\_\_\_

Mother's first and last name: \_\_\_\_\_

Second Caregiver's email address: \_\_\_\_\_

Second Caregiver's first and last name: \_\_\_\_\_