Houston Methodist Telesitter Services: Helping to Keep Patients Safe

At Houston Methodist, patient safety and privacy are our highest priorities. For this reason, we are using a telesitter patient monitoring device that helps decrease your risk of injury.

How Telesitter Works

A telesitter device is a tool that we use to ensure you are safe, even if you are alone in your room. It has a video camera and two-way audio functionality, which allows a trained staff member to see and speak with you. If the staff member observes that you might need help with standing, walking or adjusting medical devices, they will notify you that they are asking for a health care provider to come to your room so they can assist you. If they observe an immediate risk to your safety, they can activate an alarm to bring staff to your assistance as quickly as possible.

Staff members will monitor you from a central control room through observation of the video feed. The video feed is always turned on when plugged in — except when the telesitter device is set to "privacy mode." The telesitter device does not record video or audio.

When the telesitter device's light is on, the staff member who is monitoring you can see you.

When the light is off, the privacy mode is engaged and the monitoring staff cannot see you. Privacy mode is used when your doctor or nurse is providing care or when you are dressing or bathing. When the doctor or nurse is finished with the need for privacy, they will ask the monitor staff to remove the privacy mode and resume monitoring.

Your nurse along with other clinical staff will decide if you no longer need visual observation using the telesitter device. When your medical condition has improved and your care team deems it safe to do so, the telesitter device can be removed and monitoring will stop.

If you have any questions about telesitter services, please ask your nurse for more information.

A member of the nursing staff is always available whenever you need anything. Use your nurse call button to ask for help.

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