



# NICVIEW™ Helpful Hints for Parents

NICVIEW™ is available for you and your family to see your baby during that time when you cannot be at the bedside. Please understand that the camera system is not meant to replace your presence in the NICU. Below are hints to ensure its effective and safe use.

- Please let the staff know if you would like the camera turned off if it creates anxiety and distracts you. The intent of the camera is to comfort you and connect you with your baby.
- If you share your password with family and friends, please remind them to not pass it on to others. Due to privacy laws, we cannot answer questions if your family members call the NICU. Please advise family to call you whenever they have a question about what they are seeing.
- The camera is mounted and **cannot be moved**. During those times when you cannot see your baby's face, it is due to the care the medical staff provides in repositioning your baby's head and body.
- If your baby has a blanket over his/her incubator to protect him/her from light, your view will be dark.
- If your baby is under phototherapy for jaundice, the color will be distorted.
- There will be times when the cameras are turned off so we can care for or feed your baby **outside of the vision area of the camera**. During these times, you will receive a message when you log into the system. Please check back in 15 to 30 minutes. We will make every effort to turn the cameras back on as soon as possible.
- There will be times when you may see the following:
  - Your baby has had a wet burp
  - They have lost their pacifier
  - The nasal cannula may have slipped out of the nose
  - Eye patches may have slipped
  - Phototherapy turned off

The care you see and experience when you are in the NICU is the same when you are home. Babies will burp, cry, and move their eye patches. These are all natural baby responses. Your baby's medical plan of care may also change. Calling the NICU may actually take your nurse away from getting to your baby right away or take them away from providing other care such as preparing their feeding, drawing up a medication or caring for another baby. We ask for your patience during these times.

Thank you,  
The NICU Team