

What is NicView™

NicView™ is an innovative small camera system placed at designated bed spaces in the NICU and allows parents, family and friends to view their infant in real-time, 24/7, through a secure on-line portal. This service helps families develop that bond with their preemie or hospitalized infant even when they can't be in the NICU with them. NicView can add peace of mind and provide reassurance when you can't be at the bedside.



The camera delivers a secure image stream for parents and family members to view their baby remotely. Family members can securely access NicView from anywhere there is an internet connection via a laptop, smartphone, or tablet. The service is compatible with any internet capable device and most popular browsers.



Is NicView™ Secure?

NicView™ produces a streaming image that travels securely with up to 256-bit SSL encryption, the current web standard, similar to online banking. Cameras do not transmit sound & do not record video. No other users will have access to your baby's images unless you have provided them with the log-in credentials.

How do I access NicView™?

Once you have signed a consent form to use the NicView™ Streaming Camera System, you will be provided a print-out with your unique log-in credentials. These credentials can also be emailed or texted to you and are for you to share with your family and friends if you desire.

Please remind family and friends not to share your login credentials with others without your permission.

To access private streaming images of your baby, go to:

www.nicview.net

Enter your unique log-in Username and Password to connect. The first time you or a family member log-in from a new computer, tablet, or smartphone, you may be asked to acknowledge a one-time consent.



Where do I go on the Internet?

Using any standard browser you can use the address below to find our site, and login to view your child.

<https://www.nicview.net/login.aspx>

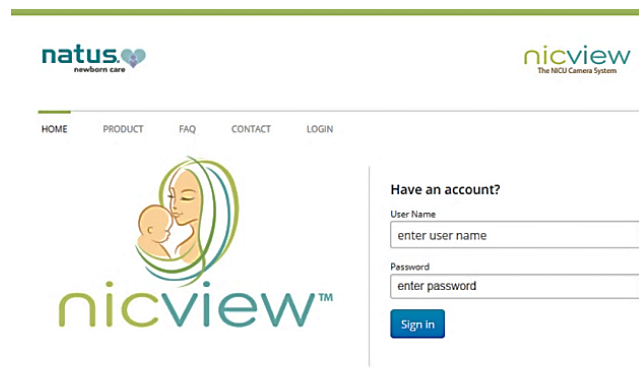
How do I login?

Enter the user name and password provided below to securely login and view your child.

User Name: brownseal2546
Password: Tr2\$8#sR

What if I have problems?

Please call 1-855-NICVIEW (642-8439) if you have questions on how to use the NICVIEW service.



Using technology to expand Family Centered Care

What will I see?

Once you are logged in, you will start receiving streaming images of your baby.

However, if the nurse is caring for your baby, the camera may be temporarily 'off-line' in which case you will see an 'off-line' image. Please check back shortly.

Remember, your baby's care is the TOP priority and your baby's image may be off-line frequently. Please be patient and know your baby is receiving great care.



Helpful Information about NicView™ for Parents...

- The intent of the camera is to be a comfort and connection for you and your family. If you find the NicView camera creates anxiety, please let the staff know and the camera can be turned off.
- The camera is mounted to one side of your baby's bed and should not be moved. The camera will not always be positioned on your baby's face due to the need to frequently reposition patients.
- If your baby has a blanket over his/her incubator to protect from ambient light, your view will be darkened. To assure your baby's optimal growth, development and health, we cannot add light for the purpose of the camera.
- If your baby is under phototherapy, the color will be distorted.
- The nursing staff and medical team have the right to determine when NicView™ may be turned to PRIVACY MODE which includes, but not limited to, periods of hands-on care, clinical/medical procedures for your baby or surrounding patients, and/or technical issues. Please be patient as we care for our patients knowing that care times may be as long as an hour or more.
- We welcome phone calls to check on your baby while you are unable to visit. However, please do not call specifically about the camera position or status, as frequent phone calls related to the cameras may impact time spent on patient care. When you call to check on your baby, ask the nurse when a good time will be to view your baby.

There will be times when...

- Your baby has had a wet burp or spits up
- Your baby has lost his/her pacifier or is crying
- Eye patches have slipped or phototherapy is turned off
- Your baby will not be available to view due to nursing/medical care which will be frequent

The care you see and experience when you are in the NICU is the same when you're home. Babies will move, cry, spit up and these are all natural baby responses. We ask for your patience during these times and please know your nurse is providing great care to your baby.

What if I have technical trouble or need assistance logging in?

NicView™ provides technical support 24/7 for family members.

Please call 855-Nic-View (855-642-8439) for all your technical needs.

