

Informatics Update - COVID-19

Issue 6 - 23rd April 2020

Request for Assistance

- When reporting faulty hardware to the Service Desk in order for us to provide assistance we need you to confirm if your ward/department is a designated COVID-19 'hot' ward, or is a "cold" ward but requires the wearing of face masks. This is required to ensure we minimise the risk to staff and patients by limiting the amount of staff entering these areas.
- Whenever possible hardware should be decontaminated and left in an area that allows collection without having to enter the ward area.

Remote Working

Trust Desktop PCs

- Unfortunately we are unable to support Trust desktop PCs being taken home at this time as we do not have the VPN capacity or technical staff to support this. Please however be assured that we are working hard to fulfil your hardware requirements as soon as possible.

Microsoft Teams

Speakers available

- DIT now have a stock of combined speaker and microphone devices. These should be used to facilitate meetings where there is a requirement for multiple people to be in the same room with shared audio.
- Colleagues can request these by contacting the Informatics Business Support Team (leedsth-tr.digitalbst@nhs.net).

Donated Equipment

- We are aware of a number of kind donations of equipment (i.e. iPads) from various sources to help support our teams response to the COVID-19 situation.
- Please can we ask that if you get any such offers that prior to accepting, you please first send details of this to leedsth-tr.wfhworkstationrequest@nhs.net so that we can assess suitability and whether they meet the required specification for Trust equipment.