AT BEDSIDE, FACETIME WITH FAMILIES BRINGS COMFORT

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My Role: Once the pandemic became prevalent throughout the city, more staff became sick and my caseload dramatically increased. At one point, I was covering four floors by myself. I took on a caseload of over 100 patients until staff members were healthy and able to return to work.

Impact of COVID-19: After visitations became restricted, we started doing Facetime between families and residents at the bedside. We were getting 80-100 phone calls a day, going from bed to bed with an iPad all day long. That pretty much consumed our day because we wanted to be able to keep families in touch with their loved ones. It became the priority and took on a life of its own.

We already had the iPads available and let the families know that we would be doing this. We also used Skype. Once we got the system up and running, more calls started coming.

We wipe down the iPads and put on PPE every time we go into a new room. It’s a very time-consuming and tedious process, but every family has been so gracious and thankful that we’ve been doing it.

How Has This Crisis Changed You: I have many close friends at Carter. Some of us have worked together for over 20 years. We’re a family. To see people who are close to me losing their loved ones is devastating. I’ve been lucky enough that I haven’t lost anybody yet, but I’m scared.

Changes at Home: My wife Connie is taking care of our daughters: Mia, 6, and Abby, 3. I’ve been quarantining myself in my bedroom for four weeks because I don’t want to make my family sick. I’ve been exposed to patients and colleagues who have the virus.

I come home, jump straight in the shower and then go into the bedroom. I haven’t hugged my kids or my wife for close to a month. I don’t know how we get back to what we considered our normal lives before. Everybody is just hanging on.