

NICVIEW® WEB CAMERA

Neonatal Intensive Care Unit, Penn Highlands DuBois



The NICU Webcam That Connects You to Your Baby From Anywhere

WHAT IS NICVIEW?

NICVIEW is a small camera system that's placed at your baby's bed space in the neonatal intensive care unit (NICU). Through a secure online portal, the camera allows you, your family and friends to check on your baby in real time, 24/7.

NICVIEW can help you develop a bond when your baby is in the hospital while you are at home or work. Night or day, access is as close as your phone or computer.

HOW DOES THE NICVIEW WORK?

Penn Highlands' NICU staff will print out unique encrypted credentials that will allow you to access a secure video stream of your baby. "Unique" and "secure" means no one else can view your baby unless you share those credentials with them.

To access the 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 smart phone, you may be asked to acknowledge a one-time consent.

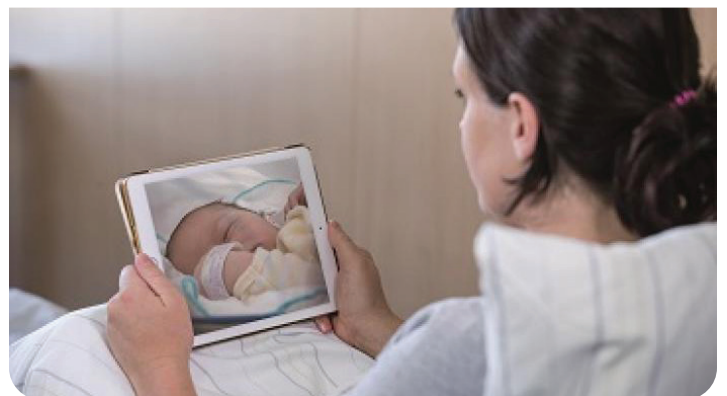
WHAT WILL I SEE?

You will be able to see your baby and even take snapshots. The camera does not transmit sound or record video. If the nurse or provider is caring for your baby, you may see a temporary "off-line" message. In this case, please check back in 15-30 minutes.

Remember that at Penn Highlands Healthcare, your baby's care is our top priority. This means your baby's image may be off-line frequently. The care you see and experience when you're in the NICU is the same care your baby receives when you are home. Newborns will move, cry and spit up; and these are all natural baby responses. Please be patient and know your child is receiving excellent care.

If you feel the camera lens need needs to be repositioned, call the NICVIEW technical service number at the bottom of the viewing screen, as the camera lens can be repositioned remotely.

Please note that if your baby has a blanket over his or her incubator to protect them from bright light, your view will be darkened. If your baby is under Bili lights for phototherapy, the color may be somewhat distorted.



SUPPORT

If you have technical trouble, need assistance logging in, or the camera needs to be adjusted so you can see your baby better, NICVIEW provides technical support for family members 24 hours a day, 7 days a week. Please call 855-NIC-VIEW (855-642-8439) for all your technical needs.

