



NicView™

Infant camera system

What is NicView?

NicView is an innovative small camera system placed at designated bed spaces in the NICU at SSM Health Cardinal Glennon Children's Hospital. It allows parents, family, and friends to view their infant in real time, 24/7, through a secure online 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.

Parents can securely access NicView from anywhere there is an Internet connection via a laptop, smartphone, or tablet.

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 and do not record video. No other users will have access to your baby's images unless you have provided them the login credentials.

How do I access NicView?

Once you have signed a consent form to use the NicView Streaming Camera System, the staff at SSM Health Cardinal Glennon will provide moms and dads with a printout with their unique login credentials. These credentials can also be emailed or texted to you. Sharing these credentials with your family and friends is your decision. If you share your credentials, please keep in mind that private information may be posted. 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: nicview.net. Enter your unique login user name and password to connect. The first time you or a family member login from a new computer, tablet, or smartphone, you may be asked to acknowledge a one-time consent.

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 'offline,' in which case you will see an 'offline' image. Please check back shortly. Remember, your baby's care is the TOP priority and your baby's image may be offline 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 or is a distraction, 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. If you feel the camera lens needs to be repositioned, call the NicView technical service number at the bottom of the viewing screen. The camera lens can be repositioned remotely.
- If your baby has a blanket over his/her incubator to protect from ambient light, your view will be darkened.
- If your baby is under phototherapy, the color will be distorted.
- The camera may be offline when care is being provided for your baby.

There will be times when...

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

