

Grossman Burn Center at West Hills Hospital

Connect via 24/7 • Phone Line: 818.676.4177

Round the clock care with the addition of tele-health nurse triage

Tele-nurse triage is now available to enhance care recommendations. Our burn nurses now have the capability to visualize and better assess burn injuries using a safe, secure and private platform via a tele nurse burn triage. We are here to navigate your burn care, 24/7.

? How to Get Started

Step 1

Please call 818.676.4177 to schedule a time to meet virtually with a tele-nurse for triage. If you need an interpreter, we can accommodate.

Step 2

Once your appointment is confirmed, you will receive a text or an email that looks like the following:



The link is best accessed using the following browsers:

- Chrome
- Safari
- Firefox

You can use any device as long as you can connect to Wi-Fi and have camera capability and audio. Examples include:

- any smart phone
- PC/Laptop
- Apple iPhone, iPad
- Android

Step 3

You will access the link and enter your private and secure “virtual waiting room” at least 10-15 minutes prior to your appointment.

24/7 Burn Care, Call 818.676.4177

👉 Tips for a Successful Virtual Visit

Prepare your Device

- From your smart phone, be sure to not switch from apps or swipe to view notifications, it's important to keep the video call in the foreground.
- Be sure to have adequate battery life.

Hear and Be Heard

- Find a quiet space where you are unlikely to be interrupted during your visit.
- Using earbuds with a microphone, or a headset will make it easier to hear each other.

See and Be Seen

- Be sure to have good lighting - use overhead lights and block any background lights which may cause a glare.
- Position your camera correctly - place it at eye level so your head and shoulder are fully visible.

