

Video call technique and etiquette

Watch how to do a Video call here <https://bit.ly/Life-Lines-module>



- 1 **PREPARE** Is timing ok with family, patient and nurse?
Is the patient in a suitable state for video?
- 2 **PHONE** Pre-video phone call with family member
Check whether they want a video call and explain:

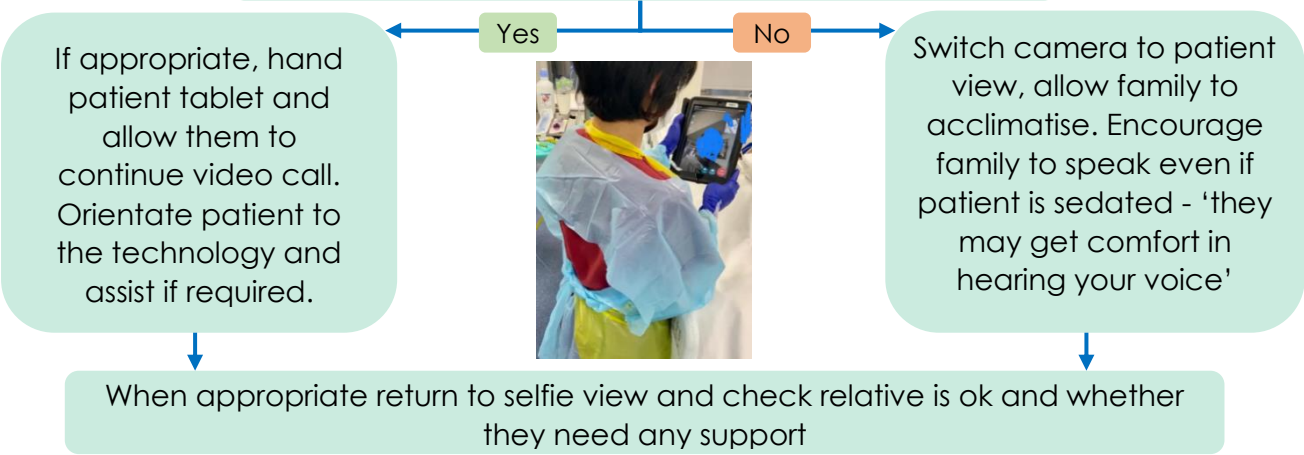
PRIORITIES 5 POINTS TO DISCUSS WITH FAMILY BEFORE VIDEO CALLING



- "We use secure video link. To protect your relative's privacy please do not take screen shots or screen grab, this is against hospital policy"
- "Can I check who else will be watching with you?"
- "As we are in ITU the staff will be wearing PPE. He/She may be attached to a [tube/line/drip] and [equipment]. This may be upsetting"
- "Remember you will be on loud speaker. Do be careful about sharing personal information"
- "The video call is a 'virtual visit' and does not usually include a clinical update"

3 **PROCEED** Initiate aTouchAway video call -Do not video other patients and their surroundings.

Set the camera to selfie view and establish introductions.
Is patient lucid?



4 **PROTECT** Document the visit in notes. Follow up with a phone call for welfare check if appropriate.

If you need help: bleep 0948 or visit <https://www.kingshealthpartners.org/our-work/lifelines>