



Video call technique and etiquette

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

PREPARE Is timing ok with family, patient and nurse? Is the patient in a suitable state for video?

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 on the ward the staff may 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"

PROCEED Initiate aTouchAway video call -Do not video other patients and their surroundinas.

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

If appropriate, hand patient tablet and allow them to continue video call. Orientate patient to the technology and assist if required.

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Switch camera to patient view, allow family to acclimatise. Encourage family to speak even if patient is sedated - 'they may get comfort in hearing your voice'

When appropriate return to selfie view and check relative is ok and whether they need any support

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