

Video call technique and etiquette



1

PREPARE Is timing ok with nurse?
Is patient status suitable 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
MAKING VIDEO



"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?"

"He/she has a breathing tube in their mouth, a tube in the nose and other lines/equipment which may be upsetting. The staff you will see are wearing PPE"

"Remember you will be on loud speaker and so be careful about sharing personal information"

"The video call is a 'virtual visit' and does not replace a clinical update"

3

PROCEED Hang up, ensure patient privacy and initiate video call in

Set the camera to selfie view and establish introductions including bedside staff if applicable

Switch camera to the patient view. Allow time for the family to acclimatise. Try to provide commentary and orientation to the sights and sounds of ICU.

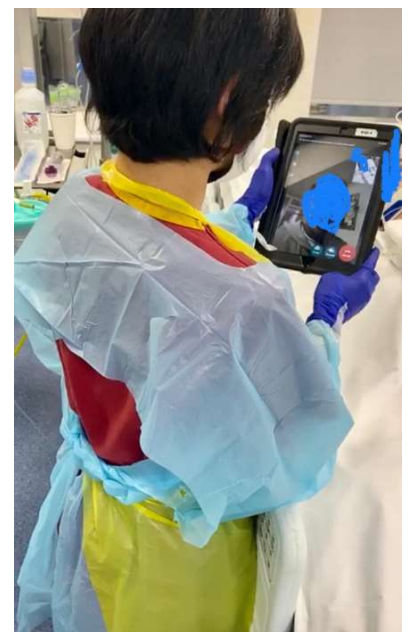
Allow the 'visit' to unfold naturally, providing encouragement for relative to speak even if patient is sedated - 'they may get comfort in hearing your voice'

When appropriate turn camera back to selfie view and check relative is ok and whether they need any support

When appropriate, hang up the call

4

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



Call or bleep if you need help.