Video Consultations Awareness Presentation for Care Homes

Developed by East of England Regional Implementation team

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Mary works at a local care home. She has been asked to facilitate and attend a video consultation between a resident, and a Nurse from the local Community Trust. She has been told that all the equipment is available at the care home but she is unsure how to use it and how to prepare for the consultation.

Mary asked various questions about what she needs to consider when preparing the consultation space, the equipment, the resident and herself:
Preparing the consultation room

Q: Where should I hold the video consultation?

A: Have a confidential room for the video consultation to take place – empty, quiet and with a door that can be closed so privacy is respected. Make sure there is somewhere for the resident to sit or lie comfortably. Take a pen and paper so you can make notes if necessary.

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Preparing the consultation room

Q: How can I ensure that there are no disruptions during the consultation?

A: You may wish to put a note on the door so that other staff and residents know that the room is in use.
Preparing the consultation room

Q: How much light should be available for the video consultation?

A: Add as much light to the room as possible so the resident can be seen easily on the video. If there is a window in the room, if possible, ask the resident to face the window so there is minimal glare on the device screen.
Preparing the Equipment

Q: How do I know if my device has the correct connectivity?

A: If WiFi/ 3G or 4G is working, the number of bars showing will tell you how good the connection is. The WiFi connection may be stronger in different parts of the care home, so leave time to test this before the consultation starts.
Preparing the Equipment

Q: How and when should I clean the device?

A: The device (smartphone / tablet / laptop / computer) should be cleaned as per infection control procedures (i.e. wipe device with antibacterial wipes etc). It should be cleaned after you have used it and then stored away ready for someone else to use.

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Preparing the Equipment

Q: Do I need a separate microphone and camera?

A: It is best to use a device with a built-in camera, microphone and speaker so that both you and the resident can hear at the same time. If your device doesn’t have these built-in, you will need to attach them.

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Preparing the Equipment

Q: Do I need a stand for my device?
A: If you are using a desktop or laptop, then no. If you are using a tablet or smartphone, a stand could help keep the device steady during the video consultation, but it is not essential.
Preparing the Equipment

Q: How do I know if my device is charged?
A: Look for the battery sign on your device. When you have finished the consultation, don’t forget to clean the device and place it on charge.
Preparing the Equipment

Q: Who do I call if I have problems?
A: Speak with the Care Home Manager if you cannot access the video consultation.
Preparing the Equipment

Q: Will people always be able to hear and see me?

A: Yes, they should but if they can’t hear you it could be because your device is on mute. You can unmute your device by clicking on the option in the screen.

If they can’t see you, it could be because your camera is switched off. You can switch it on by using the camera button in the screen.
Preparing the Resident

Q: What information will I need to have available for the consultation?

A: Have the resident’s clinical details to hand (observation charts, drug charts etc) so that you can share all important clinical information easily.
Preparing the Resident

Q. My resident always likes to involve his daughter in any meetings that take place, is this possible?

A. Yes, but you should always ask the resident’s permission before inviting a relative to join the call.
Preparing the Resident

Q. How do I invite the resident’s daughter to join the call?

A. As soon as you know the appointment date/time, make the provider aware that they will need to invite the resident’s daughter onto the call. It is the provider who has the responsibility for connecting the daughter onto the call.

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Preparing the Resident

Q. What do I need to tell the resident about the video consultation?

A. Explain the video consultation to the resident and provide written information where appropriate. Let them know that they will be able to see and hear the provider and vice versa.
Preparing the Resident

Q. Should I stay with the resident, or should I leave them alone once the consultation has started?

A. As in a face to face assessment, you need to stay with the resident to assist and offer support if required. This will avoid them being left on their own with a tablet or phone that they are unable to manage.

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Preparing Yourself

Q. Where do I get the log-in details for the video consultation?

A: You will need to be aware of the care homes arrangement for receiving links to log-in to video consultations. The Care Home Manager will help you with this. The log-ins might be received by post, email or by mobile phone. If you have received the link by electronic means e.g. text or email, open the message and click on the link. If you have received by letter, then open your browser and enter the web address using the keyboard.

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Preparing Yourself

Q: What is a browser?
A: A browser is an application used to access the World Wide Web. There are many different browsers but video consultations systems often use either Apple Safari or Google Chrome. If you experience any problems relating to the browser then speak to the Care Home Manager.

Apple Safari is a Web browser available for the Macintosh and Windows operating systems as well as the iPhone, iPod Touch and iPad.

Google Chrome is a free web browser. As well as being quick and easy to use, it's particularly useful if you have an Android smartphone/tablet or computer.

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Preparing Yourself

Q. How can I make sure that everything goes right on the day?

A. We would recommend that you log into the video consultation 5 minutes early so that you can test the equipment by following the instructions on screen. There is usually an option to test your sound and your camera.
Preparing Yourself

Q. Do you know which video consultation platform the outside team uses?

A. There are several systems used in primary and secondary care; here are the names of some of them:

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<thead>
<tr>
<th>Attend Anywhere</th>
<th>eConsult</th>
<th>FootFall</th>
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<tbody>
<tr>
<td>AccuRX</td>
<td>Push Doctor</td>
<td>Doctorlink</td>
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Preparing Yourself

Q. Are you now confident in using and accessing the video consultation platform?

| ✓ Yes | Give it a go – good luck! |
| × No  | Contact your Care Home Manager |
These short YouTube videos show how to use AccuRx and Attend Anywhere, which are two of the most common video consultation platforms used locally.

AccuRx
https://www.youtube.com/watch?v=DI2rvhcAalw

https://www.youtube.com/watch?v=_w3N9YEbh1Y

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Thank you for joining us and Good Luck!

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