

Clinical Video Consultations



Why video consultations?

- Video conferencing remote consultations via video technology between a patient and a clinician in real-time
- Safe way to communicate with your GP/Consultant during Covid19
- Simple and easy
- Support the residents health needs
- Additional way that residents can access their GP/Consultant
- Ability to pick up on visual cues and carry out a visual examination
- May offer advantages in building rapport and facilitating understanding through non-verbal communication compared to other remote consulting methods
- Could be used for ward rounds in a care home and supporting members of your MDT visiting patients
- Clinicians can see and update patient records in real time.



Working with



How to join the video consultation

You will need:

1. A charged up computer, laptop, tablet or smartphone with a built in camera and microphone.
2. A quiet, well-lit place where you won't be disturbed. When you are in a care home setting please be aware of who is around when residents care is being discussed.
3. A good internet connection.
4. A modern web browser preferably Google Chrome or Safari.

(there is no app for video consultations detailed in this presentation they are all completed in the internet browser)

Participating in the Video Call

1. You will be sent your appointment time and information you'll need to access your appointment via email, text message or letter.
2. We may send you a text message or email reminder.
3. Make a list of questions or issues before the call to help you get the most from your consultation.
4. Start the video call software a few minutes before your Appointment by clicking the link you have been provided.
5. You may be asked to confirm your date of birth and a phone number so we can call you if you get cut off.
6. Your doctor or nurse will join you or call you when they are ready.
7. Look at your doctor or nurse's face on screen whilst you're talking, there is no need to look directly at your camera. We advise that you prepare a good space so that the resident can easily be seen.
8. If something goes wrong and you get disconnected, we'll phone you instead.

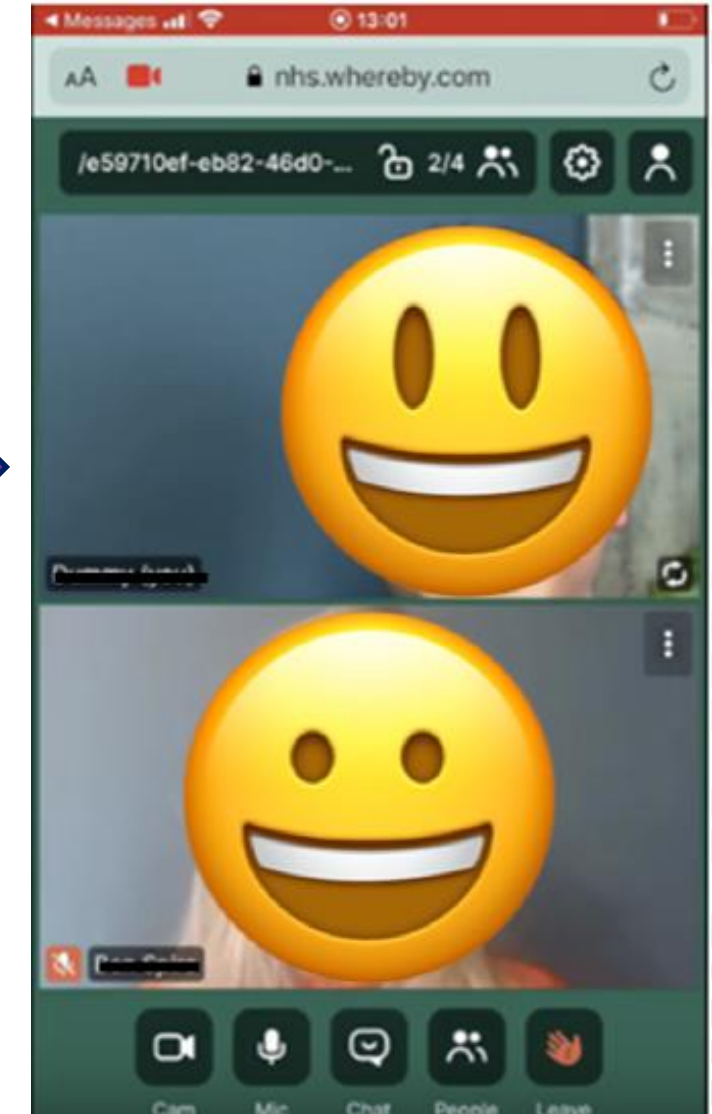
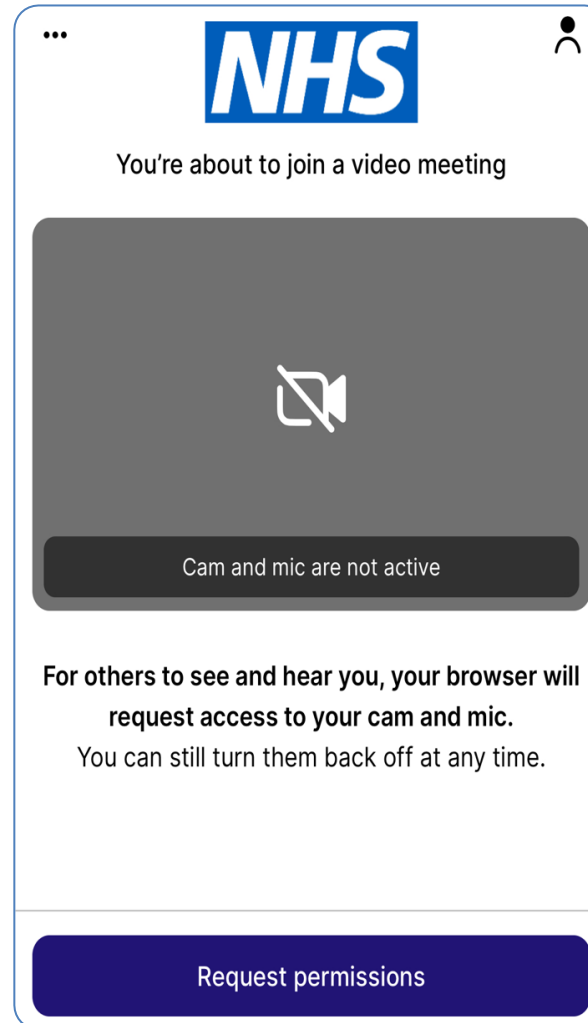
How to join the video consultation – Accurx

You will receive a **text or email** with the link for the consultation.

Dear Mr Mouse,
I'm ready to start our consultation via video. Please enable audio and video. Click the link below to join and wait for me to connect.
Shwan Rashid (GP Practice Pharmacist)
Please click the link to begin:
<https://florey accurx.com/v/p/e4ae3be3-dddc-4eea-9db3-5506c7fb1dc8>
St James' Surgery



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Attend Anywhere

[Attend anywhere](#) is used by many hospitals to undertake [video consultations](#). ([click here to watch the video](#))



Policy

‘What would this resident require in a standard GP consultation’

Review your policies to add video consultations as a way in which residents can receive care from their health professionals.

The same principles of the residents dignity apply and extra considerations need to be made around:

- Where the video consultation is taking place is it confidential and comfortable.
- Consider if a video consultation is appropriate and if intimate areas need to be examined.

[https://www.gmc-uk.org/-/media/files/key_principles_for_intimate_clinical_assessments_undertaken_remotely_in_response_to_covid19_v1-\(1\).pdf?la=en&hash=0A7816F6A8DA9240D7FCF5BDF28D5D98F1E7B194](https://www.gmc-uk.org/-/media/files/key_principles_for_intimate_clinical_assessments_undertaken_remotely_in_response_to_covid19_v1-(1).pdf?la=en&hash=0A7816F6A8DA9240D7FCF5BDF28D5D98F1E7B194)

Common Questions & Answers

Q – Are video calls secure?

A – Video calls are secure; your privacy is protected. You have your own private video room that only authorised clinicians can enter.

Q – Is an app needed for video consultations?

A – No, there is no app for video consultations detailed in this presentation they are all completed in the internet browser.

Q – How much will the video call cost?

A – The video call is free (excluding your internet usage).

Q – How much internet data will I use?

A – You don't use any data while waiting for a clinician to join you. A video call uses a similar amount of data to Skype® or FaceTime®.

Tip: Smartphone & tablet users If you can, connect to a home or work Wi-Fi network to avoid using your mobile data allowance.

Q – Are there only two apps for video consultations?

A – No, these are the most commonly used in Health currently.

Moving Forward

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- ✓ Contact a member of the Design and Learning Team if you would like a 1:1 session designandlearningcentre@kent.gov.uk using '1:1 iPad Training Session'



Support for Accurx Video Calls with thanks to Shwan Rashid

