

Information Pack for Video Consulting in Care Home

Version 2 February 2019



Introduction

This guide provided a set of useful tools to support the use the Attend Anywhere video consulting system to help care for your residents.

The video consulting system can be used for a variety of purposes such as:

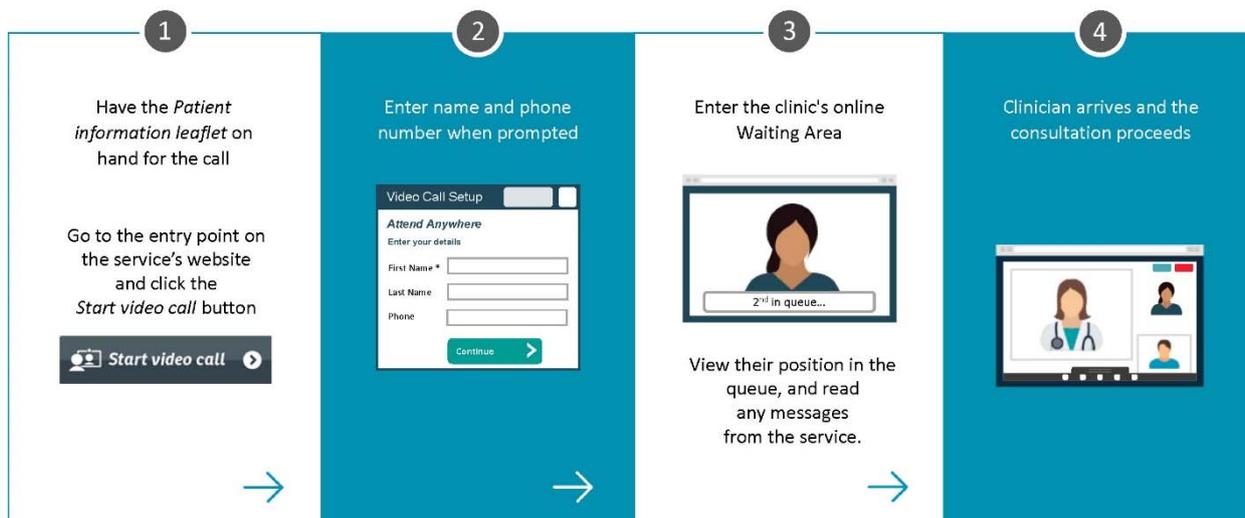
- consultations with the residents own GP;
- consultation with the GP out of hours service;
- consultation with specialist clinician in the hospital;
- other specialities such as speech and language therapy or pharmacy;
- training.

The exact range of service available will vary from area to area.

It is anticipated that the uptake of video consulting will improve access to servers and reduce travel for both the practitioners and your resident.

How to Start a Video Call

The service you wish to use will have provided you with a link to the website that will let you access the waiting room. Open the web link in either the Chrome or Safari web browser.





Simple patient-centric video consulting



The option of attending medical appointments via a video call benefits patients, healthcare providers and the health system.

To introduce video consultations into everyday practice, it helps if the process aligns with the way patients usually attend appointments, without adding additional steps or work for healthcare providers.

About Attend Anywhere

Attend Anywhere is a purpose-built suite of services, tools, and resources. It is freely available to all NHS Scotland Health services.

Attend Anywhere makes it easy for clinicians to say, "Yes, you can attend your consultation via video."

Attend Anywhere is accessed wholly via the web so can be used anywhere, on everyday devices with a good internet connection.

How it works

Attend Anywhere provides a single, consistent entry point on the service's webpage, where patients enter an online waiting area for their appointment.

Staff manage their clinics as usual. Video appointments are handled through existing processes and systems and run like any other consultation.

Patients attend appointments via the clinic's website and wait in their own private room, in the waiting area. No account, special software or dial-in details are needed.

Clinicians prepare to engage with their patients as normal, except they join patients via the clinic's online waiting area instead of its physical one.

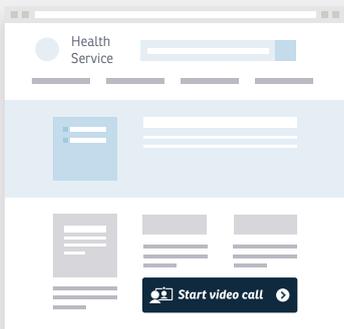
Health Services have access to all the support, advice, and resources they need to help with adoption and use of Attend Anywhere.

Benefits for NHS Scotland

- Make travel optional for patients in a way that is scalable and sustainable
- Reduced requirement for extra resources or systems to support video consulting
- Increase the range of services available, especially outside urban areas
- Significantly reduce barriers and constraints to offering video call access to existing services
- Health-grade quality, security, privacy, and data protection
- Easily transfer patients between health services
- Save time and money, improve access and care

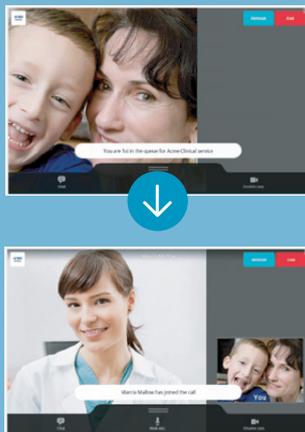
Familiar process for both consumers and healthcare providers

Patient opens health service website in browser, clicks **Start video call** button

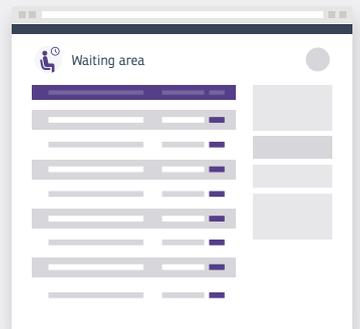


Patient does not require a login account, room ID, or password

Patient is directed to their own, private video consulting room...



Clinician notes next appointment via video and enters online waiting area



Clinician joins patient's video room and the consultation begins

Attend Anywhere is making a difference

Attend Anywhere is designed for simple, person-centred care in any healthcare setting. For many people, a trip to hospital, clinic, or local office can be difficult, stressful and expensive.

Attend Anywhere is already widely used across Scotland to support access to health and social care services.



"Attend Anywhere revolutionises access to care, especially for those with chronic disabilities.

Judith Newton, RGN MSc(R), National Nursing Lead for Motor Neurone Disease/Consultant Nurse

"Overall I think the Attend Anywhere application is great and I would have no reservations about using this system for dealing with my medical team."

Service User feedback during post-consult evaluation

"Attend Anywhere has revolutionised everything about the way I work. I can see clients now face-to-face via video, from Huntly to Stonehaven to Petershead – all in one day. The benefits are absolutely enormous. People need to see you. There is an element of trust that you have to build up."

Dawn Brooks from Rape Crisis Scotland (RCS)



All that is required for patients and clinicians to use Attend Anywhere is internet access, a Google Chrome web browser on a Windows/Mac PC or Android smartphone/tablet, or the free Attend Anywhere app on Apple iPhones and iPads*

*following the release by Apple of iOS12 (expected early October 2018) Attend Anywhere will work in the Safari web browser meaning the app will no longer be required.

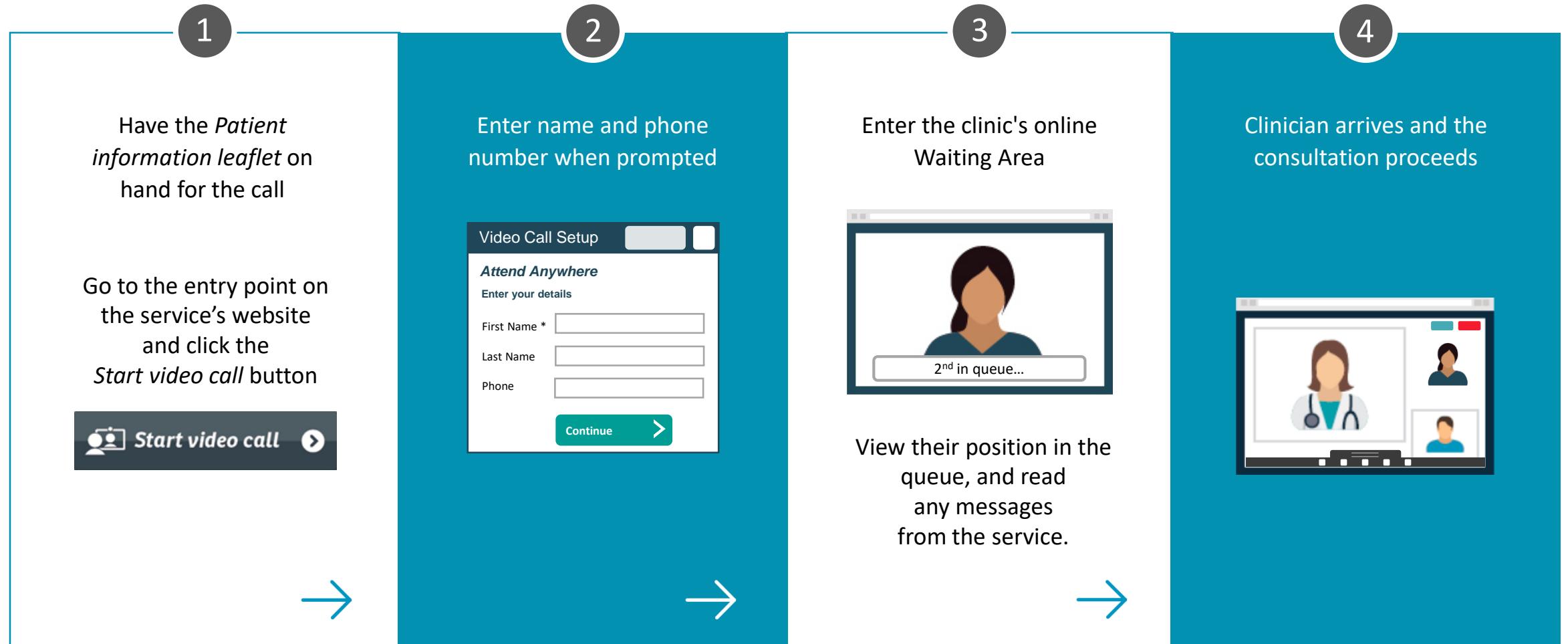
For more information visit:
nhs.attendanywhere.com/resourcecentre
sctt.org.uk/attendanywhere

To discuss next steps, contact:

NHS National VC Service
01224 816666
vc.support@nhs.net

Attend Anywhere: Attend a consultation

Quickstart



Troubleshooting NHS Attend Anywhere video calls



Many call issues can be fixed by clicking

Refresh

Meet minimum specs?



Windows PC with i5 processor and 3GB of RAM (Windows 7 or later)

Apple Mac with i5 processor and 3GB of RAM (OS X 10.5 or later)

Android-based smartphone or tablet (Android 4.3 or later)

iPhone or iPad with the NHS Attend Anywhere app installed (iOS 10 or later)

Latest Google Chrome?



Check version at www.whatbrowser.org

Update browser from <chrome://help>

Download new at www.google.com/chrome

Can't hear others?

Speakers/headset:

Volume at audible level?

(If external) Plugged in securely?

(If powered) Switched on?

Being used by the computer?

Check computer's audio settings.

Hearing an echo?

Check computer's audio settings.

Can't see?

Web camera:

(If external) Plugged in securely?

Chrome using the correct camera?

Click camera icon in Call Screen's address bar; check access and selected camera.

Other software using the camera?

(Example: Skype also running)

May require computer reboot.

Firewall settings allow video stream?

Ask whomever looks after your firewall for help.

Others can't hear you?

Microphone:

(If external) Plugged in securely?

Being used by the computer?

Check computer's audio settings.

Chrome using the correct microphone?

Click camera icon in Call Screen's address bar; check access and selected microphone.

Muted?

Either Call Screen, or device's audio.

Other software using the microphone?

(Example: Skype also running)

May require computer reboot.

Poor video/audio quality?

Connection to Internet okay?

Check speed and latency at www.speedtest.net

Others on the network using lots of bandwidth?

(Example: Watching Netflix or YouTube)

Modem/router working properly?

(Wireless network) Get closer to access point.

Video Consulting - Good Clinical Practice

The clinician should determine the appropriateness of the video consultation on a case-by-case basis. Factors to consider include:

- Is the presenting condition suitable for evaluation via video conference?
- Has an adequate level of communication been established to undertake the consultation?
- Is the audio and video quality sufficient to undertake the consultation?
- Is the video consultation in the best interests of the patient?
- Has the patient consented to take part in the video consultation? While implied consent is sufficient, be aware that a patient may change their mind. Further information about consent can be found at <http://sctt.org.uk/wp-content/uploads/2016/06/Consent-for-VC-consultation-v10.pdf>

Where a consultation is being supported by a member of staff located with the patient:

- Do not ask them to operate outwith the scope of their own practice.
- Ensure that there is clarity on any agreed treatment plan and that this is adequately documented.

Privacy

- Undertake the consultation in an area that provides an appropriate level of patient confidentiality.
- Always ensure that everyone on the call is visible on screen. Never have anyone off camera.

Practicalities

- Know the process for making the call.
 - When using a video conferencing device, know the number to dial and who is dialling who.
 - When using Attend Anywhere, ensure you know how to log in and access your clinic.

- If there is an issue, for example if you are running late or there is a technical problem, have a process in place to keep your patients informed and re-arrange if necessary.

Clinical Consultation Process

- Introduce yourself to the patient and explain what is going to happen.
- Confirm that the patient can adequately see and hear you.
- Undertake the consultation.
- Agree next steps.

Record Keeping

- Record the consultation in the patient record and document any outcomes.

Eligibility to Take Part in a Video Consultation

All people are generally eligible to take part in a clinical video consultation, however some consideration to the following should be given:

- Does the person have communication difficulties that would be made worse during a video call?
- Is the person likely to become violent or aggressive? Are they likely to damage equipment or cause injury?
- Does the person have a condition that would be too difficult to assess during a video call?
- Is the video call in the person's best interests?
- Has the person consented to take part in the video call? Consent guidelines can be found on www.sctt.org.uk/library.

During the Consultation

- Is everyone able to see, hear and talk to each other?
- Is it possible to undertake any necessary diagnostic tests remotely?
- Is the quality of the video call sufficient to undertake the necessary diagnostics?

- If not, arrange a follow up appointment.

Consent to take part in a Video Consultation

Consent

Consent is the process of seeking agreement from a person to a course of action. In this case, consent is required to take part in a video consultation and to receive treatment or an intervention based on the outcome of the consultation.

Consent is required on every occasion a clinician wishes to examine, treat or undertake an intervention (except in an emergency).

Types of Consent

Consent may be explicit or implied.

- Explicit or express consent is when a person actively agrees, either verbally or in writing.
- Implied consent is signalled by the behaviour of an informed person. Implied consent is not a lesser form of consent but it only has validity if the person genuinely knows and understands what is being proposed.

The Consent Process

- The provision of sufficient accurate information is an essential part of seeking consent. Just accepting what is happening, when a person does not know what the intervention entails, or is unaware that he or she can refuse, is not 'consent'.
- Consent is a process, not a one-off event, and it is important that there is continuing discussion to reflect the evolving nature of the situation or treatment. (For example, if there is an issue with the video call and the person is unable to hear clearly, they may wish to end the call.)

Who is Responsible for Obtaining Consent

- Prior to the video consultation, a staff member in the local site is responsible for ensuring that the person has consented to take part in the video call.
- During the consultation, the clinician has responsibility for providing an explanation to the patient and obtaining his or her consent for any examination, treatment or intervention.

How to Obtain Consent to Take Part in a Video Consultation

- Explain to the person the reason for the video consultation.
- Describe the video call process and advise that they will be able to see, hear and speak to the clinician.
- Assure the person that no other parties are watching.
- Assure the person that the session is not being recorded.
- Ask if they have any questions about the video consultation.
- Ask the person if they are happy to proceed.
- Be on the lookout for the person changing their mind, and be accepting if they do so. If they become agitated or distressed or say that they no longer want to take part in the call, these are indications that they have withdrawn consent and the video call should be stopped.
- If the person does not consent to the video consultation, arrange an alternative appointment.

Adults with Incapacity

A person with incapacity may not be able to give informed consent. Guidance on using video consultations for adults with incapacity can be found here:
<http://sctt.org.uk/wp-content/uploads/2016/06/Consent-with-incapacity-v10.pdf>

Video Consultations for Adults with Incapacity

Assessment of Capacity to Consent

All adults are presumed, in law, to have the capacity to consent to treatment unless there is evidence to the contrary. A person who is suffering from a mental disorder or impairment does not, necessarily, lack the competence to consent. Equally, people who would otherwise be competent may be temporarily incapable of giving valid consent due to factors such as fatigue, drunkenness, shock, fear, severe pain or sedation.

The assessment of a person's capacity to make a decision about medical treatment is a matter for clinical judgement guided by professional practice and subject to legal requirements.

To demonstrate capacity individuals should be able to:

- Understand (with the use of communication aids, if appropriate) in simple language what the medical treatment or intervention is, its purpose and nature and why it is being proposed.
- Understand its principal benefits, risks and alternatives.
- Understand in broad terms what will be the consequences of not receiving the proposed treatment or intervention.
- Retain the information for long enough to use it and weigh it in the balance in order to arrive at a decision.
- Communicate the decision (by any means).

Prior to and during the consultation, the clinician has responsibility for providing an explanation to the person and obtaining his or her consent for any examination, treatment or intervention.

Incapacity

In Scotland, the Adults with Incapacity (Scotland) Act 2000 ('the Act') allows people over 16 years of age to appoint a welfare attorney who has the power to give consent to medical treatment when the patient loses capacity. The Sheriff Court may also appoint a welfare guardian on behalf of an incapacitated adult.

Where there is no proxy decision maker, clinicians have a general authority to treat a person, if they believe it is in the individual's best interest, who is incapable of giving consent to the treatment in question. The Act also requires doctors to take account, so far as is reasonable and practicable, the views of the person's nearest relative and his or her primary carer.

Best Practice

- Where possible, obtain consent for the video consultation from the person's attorney or guardian.
- Ensure that the video consultation is in the best interests of the person.
- If the person shows signs of undue stress or agitation, stop the video call and arrange an alternative consultation.
- As the local care giver, work with the clinician during the call to help determine what treatment is in the person's best interest.
- Inform the person's attorney or guardian of the outcome of the consultation.

Infection Control when using Video Consulting Equipment

All medical devices and equipment may become contaminated with microorganisms and thus can present a risk to people, as well as to those subsequently handling or using equipment. Safe and effective decontamination of all re-useable equipment between uses is an essential part of routine infection prevention and control practice.

Inadequate decontamination has been responsible for outbreaks of infection in establishments. Staff have a duty to ensure that all equipment they use in whatever setting is clean when used and effectively decontaminated between each use, according to manufacturer's instructions.

Cleaning the Device

The video conferencing unit will be used for repeated episodes on or by different people, therefore requires appropriate decontamination between each use.

- Disconnect the device from the power supply before cleaning.
- Wipe with a dilute detergent solution or detergent wipe between patients, or according to manufacturer's instructions.
- Never spray at or pour liquid onto the machine.
- Never use alcohol based or abrasive cleaners.

Best practice

- The most up to date information on Infection Control Policies & Guidelines can be found in the National Infection Prevention & Control Manual. (NIPCM) These can be found on the NIPCM website.
- <http://www.nipcm.hps.scot.nhs.uk/>