**Video call technique and etiquette**


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**PREPARE**

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

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**PHONE**

Pre-video phone call with family member
Check whether they want a video call and explain:

1. **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 in ITU the staff will 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”

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**PROCEED**

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

Set the camera to selfie view and establish introductions.

*Is patient lucid?*

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

- **No**
  - 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

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**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](https://www.kingshealthpartners.org/our-work/lifelines)