## PRIORITIES

**5 POINTS TO DISCUSS WITH FAMILY BEFORE VIDEO CALLING**

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

## 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.
  - When appropriate return to selfie view and check relative is ok and whether they need any support.

- **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”

## 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)