***NHS***

[Insert your organisation name / logo here]

**aTouchAway video calling**

Dear patient

We understand that you will soon be admitted to [Insert your organisation name here] for a planned procedure or operation.

We realise that your relatives may not always be able to visit you in person whilst you are in hospital and this separation can be difficult for all.

[Insert your organisation name here] uses a secure video calling app called aTouchAway (by Aetonix, available for free on Google Play and the App Store).

Apps like WhatsApp aren’t practical on a hospital device, as they can’t have login details for different staff, as well as issues over retaining data. They are fine if a patient can make their own calls, but useless if they can’t. aTouchAway is secure and can hold contact details for each patient so that a call is just one click away.

aTouchAway works by video calling between a bedside tablet device and a family member’s smartphone which has aTouchAway downloaded/installed. These video calls can be started by you or, if you are too unwell or sedated or unconscious for any reason, by the staff looking after you.

Please indicate your video calling preference below.

If I cannot communicate or make decisions while in hospital for any reason:

[ ] **Yes**, I would like to be included in bedside video calls with my next-of-kin and other named family/friend.

[ ] **No**, I choose NOT to be included in any video calls.

Name of next-of-kin

Email address of next of kin

Name(s) and email addresses of other nominated family/friend approved for video calls

Please note that this should be somebody who has use of a smartphone or a computer with webcam/microphone.

Please state here any other preferences in relation to communication while you are in hospital

Signature

Name

Date of birth Date

Date published: April 2022