Video Communication in Adult Critical Care

NHS Lothian

Given the significant restrictions on visiting hospitalised patients during the SARS-CoV2 pandemic, video communication is being introduced to the adult critical environment to support patients, their families and staff.

The benefits of video communication include:
- Reduced stress and anxiety for patients and their relatives
- Improved communication and relationships between relatives and the critical care team
- To aid challenging and sensitive conversations between relatives and the critical care team, such as end of life discussions
- Allowing relatives to see their loved one and the care they are receiving, witness different treatments and view progress, both positive and negative
- Improve patient and staff morale

There are two forms of video communication being used in adult critical care which have been approved by NHS Lothian: Near Me and vCreate

1. Near Me
Near Me is a video communication tool which allows live consultations. Relatives are given a link from which they can start their live video call. They are held in a secure confidential waiting room until the clinician is ready to open the call. Near Me has been used across NHS Scotland for several years and was procured by the Scottish Government for national use.

2. vCreate
vCreate App is a secure method of sending short video clips and photos of patients to their relatives. It can also receive video clips and photos from relatives which can be shown to patients. It is used widely across the UK as a form of asynchronous communication between patient families and critical care teams. It is currently being funded by the Scottish Government and has NHS Lothian Governance approval.

USES OF NEAR ME

- Live communication between critical care team and relatives, communication between patients and relatives and end of life situations where relatives are unable to visit
- Remote consultations by specialties in other hospitals or regions or to avoid exposure to coronavirus.
- Use could be extended to facilitate referrals and patient assessment from other critical care units prior to patient transfer
- Users must register for an account prior to use. We recommend watching the training video produced by the national VC team, available via https://www.vc.scot.nhs.uk/attendanywhere/ or alternatively this film on YouTube https://youtu.be/6IzAg0SHKFo

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USES OF VCREATE

- Send pre-recorded video clips and photos of patients and critical care team to relatives
- Relatives take ownership of clips and photos and are able to share a time limited link for others to view, which expires after 24 hours
- Relatives can send pre-recorded video clips and photos to be viewed by the patient
- Video clips and photos are stored and so can be accessed by the patient after discharge. In the future this may be used as part of a patient diary
- **Significant changes**, (e.g. the patient is now intubated), **should be communicated in advance**, to relatives by the clinical team before vCreate updates are sent. Most commonly this will be done by a telephone call
- Please see the NHS Lothian, vCreate Training Video, for helpful tips and advice on creating an appropriate video message

VIDEO COMMUNICATION FROM RELATIVES

At present relatives are able to send one video clip and one photo per day to each patient profile. We aim to uphold a safe working system and thus the content of video messages must be appropriate. The following content restrictions include:
- No sexually explicit content or pornography
- No hateful, defamatory, or discriminatory content which incites hatred against any individual or group
- No exploitation of minors
- No unlawful acts or scenes of violence
- No violence or cruelty towards animals
- No violations of the law

Any content deemed inappropriate will not be shown to the patient concerned and will be deleted

AUTHORISATION OF CONTENT

Every video clip or photo taken and uploaded on vCreate is automatically sent to the NHS Lothian vCreate administrative team. At present, all communication messages will be authorised by the administrative team prior to being sent to relatives. Any video communication messages deemed to be inappropriate will not be authorised and therefore will not be sent to relatives.

The administrative team consists of NHS Lothian medical, nursing and research staff overseeing this process within office hours (Monday to Friday: 0900 to 1700). In time it is hoped that the authorisation role could be adopted by members of staff, using vCreate, who have been appropriately trained.

DELETION POLICY

At the time of registration users acknowledge that their videos and photos will be permanently deleted from the vCreate system after a period of three months. They should receive a reminder email informing them two weeks prior to deletion.

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INDICATION AND REQUIREMENTS FOR VIDEO COMMUNICATION

- To utilise vCreate or Near Me the patient or their next of kin, must give consent to allow staff to send video updates or photos containing images of the patient.
- Video communication should only be used by appropriately trained staff with a registered account
- The recipients of vCreate or Near Me must identify as the patients next of kin, or be volunteered by the patient/NOK as most appropriate relative to access emails. This person must have access to email and a computer, tablet or phone with internet access. For Near Me a camera on these devices is required

CONTRAINDICATIONS TO VIDEO COMMUNICATION

- Patient or NOK decline vCreate or Near Me
- If staff raise concerns about the relationship between the patient and the NOK:
  - If there is dispute about which person is next of kin
  - Where there are security concerns

CONSENT PROCESS

- Aim to gain verbal consent early, at the point of critical care admission. Seek verbal consent from the patient themselves where possible, before intubation
- If unable to obtain consent from the patient due to incapacity the critical care team should discuss the service with the patient's next of kin. If it is felt to be in the patient and relatives best interest, video communication can be used without consent of the patient
- When relatives register for vCreate they must read and agree to a consent form which explicitly advises relatives they cannot share video clips or photos on any public forum including social media
- When the relative enters the Near Me waiting area, they will be asked to accept the terms and conditions of the service
- Document verbal consent in patient clinical notes on TRAK within the "Significant Information" section

PRIOR TO USING VIDEO COMMUNICATION

- A welcome video has been developed to give relatives a better understanding of the critical care environment, the common equipment used, and the staff involved in patients care. This is either accessed via their vCreate account or will be sent out in a welcome email
- Remember that relatives may need a lot of support when video communication is first initiated. They may not have seen the patient since they were admitted to hospital and may be unprepared what to expect
- Before initiating video communication clarify with the relative what communication they have had so far and whether they have seen the patient in intensive care. Also enquire as to whether they have support at home when receiving video clips or photos
- Ensure you have an alternative way of communicating with relative if IT fails, for example a telephone number

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- As is normal, with any first visit, explain in detail what the patient will look like, explain the different machines they may see and whether the patient is awake or sedated. This can either be done via telephone, live video communication or a recorded video with a member of the critical care team explaining this. If appropriate two videos may be required in quick succession, the first preparing the relative for what they will see, the second including an image of the patient
- Offer support before, during and after any video communication which could be upsetting to the relative
- Ensure the relative knows how to contact the critical care unit if they have any questions

GUIDANCE ON CONTENT

- Use the same good professional judgment that you apply to all communication with patient relatives
- Clarify with the relative whether they want to see live or recorded clips of the patient. It may not be appropriate to film the patient. Instead film yourself, or another member of the critical care team talking. Families will appreciate seeing you and your personal message
- Be careful to maintain the confidentiality, privacy and dignity of all other patients and staff within the critical care unit when using video communication. Make staff aware and aim to carry out video communications in a quiet environment. Avoid disturbing patient clinical care. Consider drawing the curtains around the bedspace or closing the door if in a side room

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Critical Care Guidelines
FOR CRITICAL CARE USE ONLY
How to Video Call Using Near Me

Near Me is the name given to NHS Scotland live video calling service which is run on the Attend Anywhere platform

1. Sign into iPad: 654321

2. Ensure iPad is connected to WIFI internet

3. Go to https://nhs.attendanywhere.com/login and sign in using username and password

4. Ask patients family to go to https://nhsattend.vc/rcc and fill in details for the patient they wish to talk to or discuss with medical team

5. Click on the patients name in the RIE Critical Care Waiting Area

6. If you do not have access to attend anywhere and would like to use it
   please email: NHSNearMe@nhslothian.scot.nhs.uk

Communication to relatives via video or phone call can be challenging.
Prior to making a call have a quick read of the following Critical Care Guideline for helpful tips and advice: **COVID-19 Remote Communication and Breaking Bad News**

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Critical Care Guidelines
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vCreate: How to Upload a Video or Photo

1. Log onto iPad: 654321

2. Ensure iPad is connected to "NHS-FREEWIFI"

3. Sign onto vCreate using your personal log in and password

4. On the home page choose "record a clip" or "take a photo"

5. Press "Step 1: Start" and "take video" or "take photo"

6. Alternatively, if you have taken a photo or video on the iPad itself you can press "Step 1: Start" and "Photo Library" and choose the saved video or photo

7. Press "Step 3: Upload"

8. When video is processed an email is sent to admin who will view and authorise it

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