

# **How to Use Video Consultations: Community Care Services**



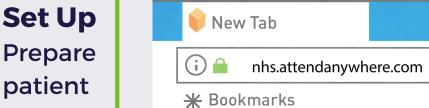
Have the VC toolkit on hand: digitalhealth.wales/tec-cymru

**Set Up Prepare** yourself

Watch the VC videos: bit.ly/wales-vc-service

# **Set Up** Prepare

# Send URL link & information sheet to patient





Connect Make video link



**Confirm patients** identity

- - Date of birth Address

Name

Check where patient is



Take patients telephone number

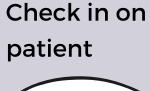




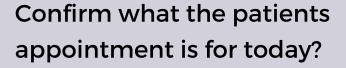


# **Get Started**

**Initial** assessment of patient









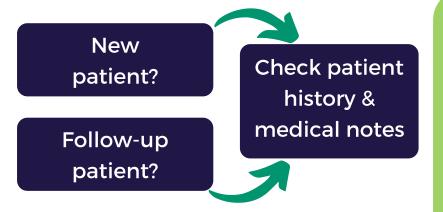
Check the patient is ready to start VC

> Are you happy to proceed with the VC?



# **History**

Patient history and risk factors



# Always be Mindful & Observe

- - Are there any risks? Safeguarding issues?
- **Consent & Capacity?** 
  - Confidentiality?



### **Video Consultation (VC)**

Conduct VC in the best possible way you can

Patients may be able to take their own measurements if they have instruments at home



Over VC, look out for signs relevant to speciality & condition

Over VC, look out for functions relevant to speciality & condition

### **ALWAYS REMEMBER:**

**MAKE** your own clinical judgements and ACT in your own professional codes as you would do in-person.

VC is just a different **MEDIUM** everything else remains the same.

Define your own clinical criteria based on VC workflow.

# **Decision & Action**

**Provide clinical** advice/support, advise next steps & documents outcomes

**Clinical Outcomes** 

**Document** 

patient notes in

usual way

Referrals/follow-up appointment

**Actions Taken** 

And remember, to document patient preference on future VC use

# WWW.DIGITALHEALTH.WALES/TEC-CYMRU

This infographic is an adapted version www.bmj.com/infographics of the BMJ COVID-19 VC graphics at: www.bit.ly/BMJremcon





# **Appropriateness & Suitability**

### VC may be suitable for:

- Chronic disease reviews
- Medication-related consultations
- Counselling & similar services
- Dietic advice, speech therapy & some physiotherapy
- 'Duty Doctor' or 'Duty Nurse' triage

Any condition in which the 'trade off between attending in-person & staying at home' favours the latter.

For example, frail, older, multimorbidity or terminally ill patients

## VC should not be generally used for:

- Potentially serious, high-risk conditions
- When a physical examination cannot be deferred
- Co-morbidities affecting patients ability to use technology e.g. confusion or serious anxieties
- Deaf or hard of hearing unless can lip-read or use chat function

# **Red Flags** Does the patient...



Present with any high-risk concerns that may be worsened by VC?

Have any safeguarding issues that may be worsened by VC?

Lack capability to provide participation consent?

**NEED** to be physically assessed?

### **VC Workflow**

#### Develop:

- VC clinical triage
- VC codes & templates
- VC contingency plans
- In-person arrangements (e.g. prescriptions)

#### **Identify:**

- How VCs will be booked
- How VCs will be documented
- How patient links will be sent