Code of Conduct for Clinicians Undertaking Video Consultations

DIGITALHEALTH.WALES/TEC-CYMRU

This code of conduct sets out the standards of behaviour recommended for video consultations. They are aimed to ensure that the rights of individuals participating in a VC are being respected and are also drawn up to contribute to the welfare of both patients and clinicians. The underlying principle is that there are many similarities to what makes both face to face and video consultations successful which are grounded in good communication skills.

BEFORE

- Make sure you are familiar with the information the patients have been sent.
- Avoid clothes with narrow stripes or heavy patterns as it can contribute to "image noise".
- Have you checked your own equipment? Avoid using the inbuilt audio system of the PC/laptop; use a speaker/headset instead.
- Have you checked what you look like on the screen and what your background looks like? (Remove anything personal, don't sit in front of a window/bright light, make sure your face is clearly visible to the patient.)
- Close all other applications on your device as they can interfere with the VC software.
- Have you put your "do not disturb" sign out?

AT THE BEGINNING

- Check you have the right patient first.
- Check the patient can see and hear you ok.
- Establish confidentiality (eg who is in this
- consultation both on and off screen on both sites) .
- Agree with the patient what you are going to do if things go wrong with the VC (eg make sure you have a phone number to ring patient back).
- Let the patient know what you are doing when you are not looking into the camera, ie writing in the notes etc.
- Set out clear expectations for the VC regarding how much time you have.
- Reassure the patient that all the usual rules of a face to face consult also apply to VC.

DURING

- Speak slowly and clearly as the connection can lead to a small delay.
- Avoid sudden movements as they can lead to image noise.
- Practice active listening skills.
- Maintain eye contact.
- Look for non-verbal clues and body language.
- A limited physical examination (after discussion of the limitations) can be useful.
- Clarify left and right on screen.
- Patients can demonstrate techniques (eg Peak Flow, O2 Saturation levels, BP).
- Psychological assessments can be undertaken where appropriate.
- Remember: you can share your screen with the patient to show images/results.

AT THE END

- Summarise key points.
- Agree next steps.
- Check and record at the end of the session if the patient is happy to use video again.
- Encourage the patient to complete the survey after the consult.
- To end, tell the patient you're going to close the call now and say goodbye.
- Please complete the clinician survey at least once at the end of the session.

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