

# CORONAVIRUS RESILIENCE PLANNING:

## USE OF LIVE AND RECORDED VIDEO COMMUNICATION IN INTENSIVE CARE UNITS (ICUS)

THIS DOCUMENT IS INTENDED FOR ICU UNITS IN  
NHS SCOTLAND

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### ACTIONS FOR HEALTH BOARD/HSCPS:

1. Ensure intensive care units have received this document
2. Inform intensive care units of any local arrangements that differ from what is described in this document
3. Support teams to be able to introduce video consulting

## INTRODUCTION

Video communication can be used in ICUs in two ways:

- To enable patients' next of kin to link with patients/staff
- To enable clinicians to work remotely – both to reduce infection risk for clinicians, and to add resilience to services by enabling provision of specialist support to multiple locations

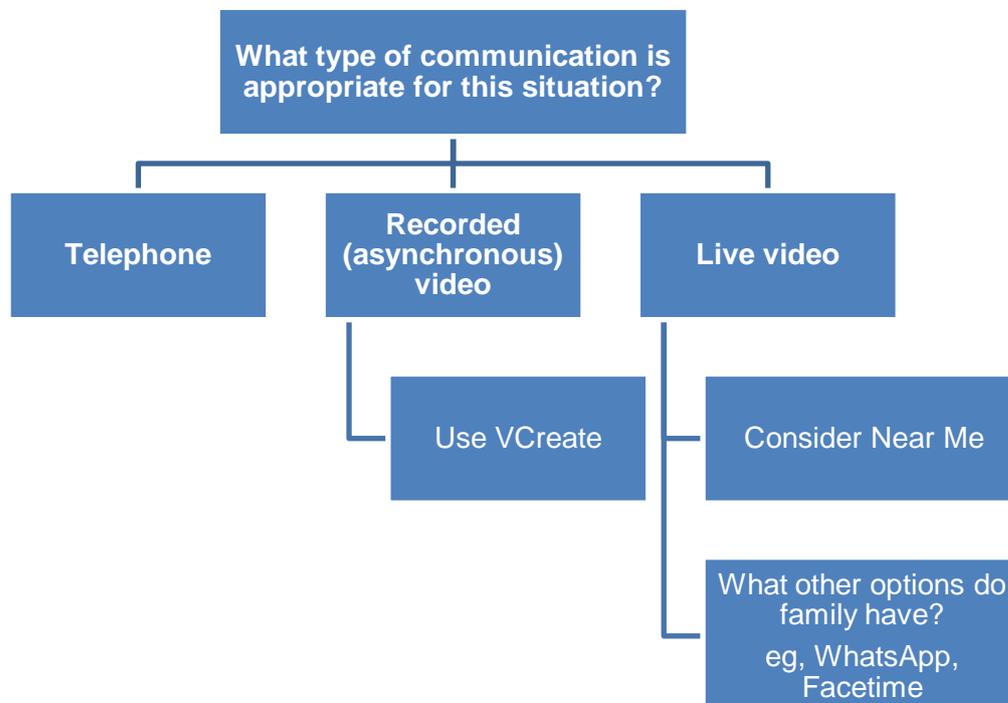
**This document considers use of video communication for the next of kin (NOK) of patients in ICU settings during the coronavirus pandemic when there are restrictions on visiting.**

For remote working by clinicians, please see the existing guidance for use of Near Me video consulting in inpatient units available at:

<https://tec.scot/wp-content/uploads/2020/03/Near-Me-Covid19-Inpatients-Guidance-v1.docx>

## METHODS OF COMMUNICATION

The first step is to consider the method of communication that is appropriate:



## ABOUT VCREATE

VCreate App is a secure method of sending short video clips. It is marked as a neonatal video diary and has been used successfully for several years in many neonatal and paediatric intensive care units in the UK. The service allows asynchronous communication between clinical staff and patient families. The service is already used in many neonatal and paediatric intensive care units in the UK.

Patient families, report reduced anxiety and improved, appreciative relationships with care teams. Staff find it easy to use. Staff and parents report benefit when it is used as an additional tool to aide communication

## ABOUT NEAR ME

Near Me is a video communication tool that enables people to have live consultations from home. It is NHS Scotland's preferred live video consulting service. Near Me is a web-based platform: patients are given a link from which to start their video call, and they are held in a secure confidential waiting room until the clinician is ready to open the call.

Near Me is powered by the video consulting platform Attend Anywhere which was procured for national use by the Scottish Government. Near Me is the name for the service chosen by patients and used across Scotland.

Near Me has been used in all NHS boards in Scotland over the past two years, and has been externally evaluated by the University of Oxford: although the report is not yet finalised, the initial feedback is positive both in terms of the functionality of the video consulting platform and the experience of patients and clinicians.

## INDICATIONS AND REQUIREMENTS

- Video communication should be used only by appropriately-trained medical and nursing staff in adult critical care.
- VCreate messages should only be sent about patients being treated in critical care, at the time the message is created.
- The recipient for the vCreate message must identify as next of kin (NOK) to the patient. NOK must have access to email and a personal email account.
- Live video consultations can only take place with the identified NOK to the patient.

## USE OF NEAR ME FOR NEXT OF KIN CONTACTS

Near Me is a suitable tool to enable clinical discussions with inpatients' next of kin.

It can also be used to facilitate family visiting for patients in ICUs, HDUs and end of life care.

However, use of Near Me for social inpatient visits outwith ICU, HDU, Special Care Baby Units and end of life situations should be restricted to outwith peak hours (Monday to Friday 9.30-4.30). This is to ensure that capacity on the Near Me platform is available for clinical consultations. However, it can be used to enable inpatients' NOK to be involved in clinical conversations at any time for any inpatient.

## CONTRAINDICATIONS

Video communication will not be offered where staff raise concerns about the relationship between the patient and the NOK:

- If there is dispute about which person is NOK.
- Where there are security concerns e.g. when a telephone password is in use

## GUIDANCE ON USE OF VIDEO COMMUNICATION

### What to show and say in videos

Follow these key principles with all video communication:

- 1) Use the same good professional judgement that you apply to all communication with patient families.
- 2) Share general progress updates, rather than detailed clinical information. For critical information a phone call may be more appropriate.
- 3) Ask families what information they would like you to send/see in the videos.
- 4) Consider how you would feel as a patient or as a relative receiving the video communication, what would you want to hear and see?
- 5) It may often not be appropriate to film the patient. Instead film yourself, families will appreciate seeing you and your personal message.
- 6) Ask yourself "*would this be ok if the recipient posted it on social media*"?
- 7) If sending a video in vCreate, always ask a colleague to review the video before it is assigned to a recipient.
- 8) When providing a live video consultation, always ensure the patient's identity has been confirmed with the NOK before taking the device to the patient's bed; and ensure everyone at both ends of the call has been introduced at the start.
- 9) Be careful to maintain the confidentiality, privacy, and dignity of all other patients and staff when using video communication.
- 10) If you're not sure if something is appropriate, don't send it in vCreate or include it in a video consultation.

### Consent process

#### Patient Consent for use of video services:

Seek patient consent from the patient themselves where possible, before intubation.

If you are unable to gain consent from the patient due to incapacity the critical care team should use professional judgement.

#### vCreate

- Using the vCreate "Invite User" function you first send an invite to the patient's relative (recipient).
- The recipients follow the registration link and provides their consent to receive videos
- Recipients must accept the Terms and Conditions of the service, accepting responsibility for all use and sharing of the videos they receive.

#### Near Me

- When the NOK enters the Near Me waiting area, they will be asked to accept the terms and conditions of the service

### **vCreate Deletion policy:**

- At the time of registration users acknowledge that their videos will be deleted after 3 months. They should receive an email informing them 2 weeks prior to deletion.

### **EXAMPLES OF USE OF THE VCREATE SERVICE:**

- 1) Nurse or doctor recording short message to introduce themselves, explain what they are going to do / have done for patient that day.

*"Hello, it's Catriona here, I'm one of the doctors in critical care. I've been looking after Robert today, helping to make sure he is comfortable, and we are giving him the treatment he needs. He's been stable through the day, we're hoping that will continue. I wanted to let you know that all the team here are doing their best for him and passing on your love".*

- 2) Nurse or doctor giving update and video of improving patient, e.g.

*Hi its Laura here, I'm looking after Margaret today. As you can see she is doing really well, and has come off the ventilator. She's feeling quite tired and sleepy still, but wanted to send her love. We're helping her with her physio later on. Just wanted to let you know we were thinking of you too, we know it's tough when you can't be here".*

- 3) End of life care:

The neonatal vCreate system has been used for families, to record videos and photographs at the end of life. Families have universally appreciated these as an important part of their memory making.

Using guidance from photographers trained in this form of photography (Remember My Baby) staff may be able to make these sensitively and compassionately, **with prior consent of families.**

*With thanks to Isobel Brown, Information Governance Lead, NHS GGC , 30th March 2020, for the vCreate guidance on pages 4-5.*

## SETTING UP VIDEO COMMUNICATION

Technical set up	
1	<p>Check internet connection in all relevant parts of the unit:</p> <ul style="list-style-type: none"> <li>• Hospital WiFi is preferable. Check with your IT/eHealth team who may be able to improve and extend existing WiFi if required. During COVID-1 other options may be available including 4G hubs or 4G enabled devices.</li> <li>• Mobile data. If you are mobile data check that there is sufficient data allowance for regular calls.</li> <li>• For Near Me, check connectivity at: <a href="https://nhs.attendanywhere.com/webtctest">https://nhs.attendanywhere.com/webtctest</a> This should return “Excellent”.</li> <li>• If you have connection problems, check internet connection speed. Use a site to check, such as: <a href="http://www.speedtest.net">www.speedtest.net</a> or <a href="http://www.broadbandspeedchecker.co.uk">www.broadbandspeedchecker.co.uk</a> Minimum requirement for Near Me : download 1.1Mbps, upload 0.7 Mbps, ping under 150ms</li> <li>• If unable to reach minimum requirements, contact eHealth department.</li> </ul>
2	<p>Put in place video communication equipment:</p> <ul style="list-style-type: none"> <li>• Introduce a device that can be easily moved between patients’ rooms and that can be cleaned to meet infection control requirements.</li> <li>• vCreate is accessed via a dedicated tablet (iPads provided for all ICUs)</li> <li>• Near Me: Tablets or smartphones are the most portable and easy to clean options. Computers on Wheels have good experience of use but are unlikely to meet Covid infection control requirements. Be pragmatic about what devices are already available that could be used.</li> <li>• Ensure the device has adequate internet connectivity (above).</li> <li>• Have a clear process for charging the device.</li> <li>• Have a clear process for disinfecting the device after every patient use, in accordance with your local infection control requirements.</li> </ul>
3	<p>Near Me: Check hardware meets the following requirements on all devices that will be used for video communication:</p> <ul style="list-style-type: none"> <li>• Computer operating Windows 7 or later, or Mac OS 10.11 or later.</li> <li>• Tablet or mobile phone operating Android 5.1 or later, or iOS 11.4 or later, or iPadOS 13 or later.</li> <li>• Chrome browser (version 71 or later) on computers/Android devices or Safari browser (version 11.4 or later) on Apple products (Attend Anywhere only works in these browsers).</li> <li>• If any are missing, consult your board/HSCP eHealth department.</li> </ul> <p>Updated technical specifications available at:  <a href="https://nhs.attendanywhere.com/callers/Content/D_Articles/What%20you%20need%20to%20make%20a%20video%20call.htm">https://nhs.attendanywhere.com/callers/Content/D_Articles/What%20you%20need%20to%20make%20a%20video%20call.htm</a></p>
4	<p>Set up vCreate:</p> <ul style="list-style-type: none"> <li>• vCreate is a web-app accessed through any internet-enabled device</li> <li>• Each ICU will be set up with their own vCreate “instance”. Contact vCreate if this has not been set up for you already (theteam@vcreate.tv)</li> <li>• An admin email account is required, ask your eHealth team to set this up.</li> <li>• vCreate will provide remote guidance and training for staff. The service is easy to use and can be set-up quickly.</li> <li>• vCreate will provide ongoing technical support (theteam@vcreate.tv)</li> </ul>

5	<p>Set up Near Me:</p> <ul style="list-style-type: none"> <li>• Request a Near Me waiting area for ICU and add all clinicians as users: <ul style="list-style-type: none"> <li>○ Either follow the local process advised by your NHS Board/HSCP.</li> <li>○ Or fill out request form at <a href="https://www.vc.scot.nhs.uk/attendanywhere/">https://www.vc.scot.nhs.uk/attendanywhere/</a> which will go to the national VC team.</li> <li>○ Near Me waiting area should include first name and last name entry requirements but not DOB (as may cause distress if NOK does not know).</li> </ul> </li> <li>• Add a shortcut to the Near Me log in (<a href="https://nhs.attendanywhere.com/login">https://nhs.attendanywhere.com/login</a>) to the homescreen or desktop of the device for ease of access</li> </ul>
6	<p>Set up other video calling platforms:</p> <ul style="list-style-type: none"> <li>○ Information governance arrangements are in place for using commercial video calling platforms like Skype, WhatsApp and Facetime. See guidance here: <a href="https://www.informationgovernance.scot.nhs.uk/covid-19-information-governance-advice/">https://www.informationgovernance.scot.nhs.uk/covid-19-information-governance-advice/</a></li> <li>○ Decide which platforms you want to offer, and install the application on the device.</li> </ul>

Service process planning	
1	<p>Decide how patients' next of kin (NOK) will be offered the different consultation options: telephone, recorded video, live video.</p>
2	<p><b>Registration and secure video transfer process for use of vCreate</b></p> <ol style="list-style-type: none"> <li>1. The Patient's Next-of-Kin (NOK), and the patient themselves if possible, will be informed of the service at the time of ICU admission.</li> <li>2. The "invite user" function on the vCreate dashboard is used to generate an invitation email to the NOK. This email takes the NOK to a registration webpage, which is pre-populated with their name, email address and patient identifier (agreed locally eg. Surname CHI). The NOK creates a password, consents to receive video messages, and submits their registration. Staff are alerted by email and activate the account on the admin dashboard. A unique QR code is created is printed out with the patient identifier and NOK details. This QR code will be used to correctly assign all videos for the specific patient / NOK.</li> <li>3. The ICU team agree who will be involved in making and sending videos.</li> <li>4. You may consider using non-clinical staff to support use of the service</li> <li>5. Use your ICU's dedicated login to access vCreate. Open vCreate on the tablet at <a href="http://www.vcreate.tv/unit/262">www.vcreate.tv/unit/262</a></li> <li>6. Select "Record a clip" and record the video message direct to the system</li> <li>7. Scan the correct QR code to assign to the NOK.</li> <li>8. Upload the video</li> <li>9. Assign the video message to the patient's NOK, double-checking their details.</li> <li>10. For detailed information on how to make and send videos, please see the details in user guide in Appendix 1.</li> </ol>
	<p><b>Agree process for use of Near Me</b></p> <ol style="list-style-type: none"> <li>1. Agree time for patient's NOK to arrive in the Near Me waiting area. Agree with the NOK in advance if they should enter the patient's name or their name in the entry page.</li> <li>2. Provide patient's NOK with a URL for the Near Me waiting area, and a link to the patient information website <a href="https://nearme.scot">https://nearme.scot</a> so they can make a test call in advance.</li> <li>3. ICU staff to log into the Near Me system at <a href="https://nhs.attendanywhere.com/login">https://nhs.attendanywhere.com/login</a> and check equipment is working before joining a call (using "test my equipment" button in the waiting area).</li> </ol>

	<ol style="list-style-type: none"> <li>4. ICU staff to identify the patient's NOK by the name in the waiting area, and click "join call" to open.</li> <li>5. Confirm the patient's identity with the NOK before taking the device to the patient's bed.</li> <li>6. ICU clinician leading the consultation should introduce everyone in the room, and ask the NOK to do the same (there may be others off screen).</li> <li>7. ICU clinician should explain what will happen within the consultation.</li> <li>8. Position the device in the best place for the NOK. Ensure the NOK can see and hear adequately. Ensure the patient is adequately lit so they can be seen.</li> <li>9. As the consultation is coming to an end, the ICU clinician should prepare the NOK for the process of ending the video call so the NOK is ready for it to be disconnected.</li> <li>10. Any information from the consultation should be captured in the patient's notes as normal: the Near Me system does not record video calls.</li> <li>11. On completion of the consultation, the device should be disinfected completely before next use and charged if appropriate.</li> <li>12. Training on video consulting – the technical platform and video consulting skills – is available via NES at: <a href="https://learn.nes.nhs.scot/28943/coronavirus-covid-19/remote-consulting">https://learn.nes.nhs.scot/28943/coronavirus-covid-19/remote-consulting</a></li> </ol>
3	<p><b>Agree process for use of other video platforms</b></p> <p>The specific arrangements will depend on the platform(s) selected but should include the following:</p> <ol style="list-style-type: none"> <li>1. Agree time for the video call with the NOK</li> <li>2. Agree the platform being used</li> <li>3. Provide the NOK with the relevant information to connect a call: either obtain their contact details and make a call out from the ICU, or provide the information so that they can dial into the ICU</li> <li>4. The rest of the arrangements from step 5 above for Near Me are the same</li> </ol>
4	<p>Put in place a contingency plan in place live video calls not working – for example, due to an internet failure. This is most likely to be:</p> <ul style="list-style-type: none"> <li>• Immediately revert to a phone consultation.</li> <li>• Agree whether the NOK would like to try again</li> </ul>

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## APPENDIX 1: FURTHER INFORMATION

1. NES Turas platform on remote consulting:

<https://learn.nes.nhs.scot/28943/coronavirus-covid-19/remote-consulting>

2. User guide for vCreate:



VCreate 'How to'  
User Guide Critical Ca

3. User training on Near Me:

<https://www.youtube.com/watch?v=aCuveNRC86Y&feature=youtu.be>

4. Patient information about Near Me:

<https://www.nearme.scot/>

5. Patient information about vCreate:

[www.vcreate.tv](http://www.vcreate.tv)

6. Other information about Near Me:

<https://tec.scot/digital-health-and-care-in-scotland/video-enabled-health-and-care/covid-19-implementing-near-me/>

### Contact details for further information:

#### For vCreate:

[theteam@vcreate.tv](mailto:theteam@vcreate.tv)

Telephone: 0333 121 8422

#### For Near Me:

For technical queries:

<https://www.vc.scot.nhs.uk/attendanywhere/>

For process queries: in the first instance, please contact the Near Me Lead in your NHS Board/HSCP