

CORONAVIRUS RESILIENCE PLANNING:

USE OF NEAR ME VIDEO CONSULTING IN INPATIENT SETTINGS

This document is one of a set of four resources to support use of Near Me for coronavirus resilience:

1. Overarching organisational plan
2. Primary care plan
3. Outpatients plan
4. **Inpatients plan**

THIS DOCUMENT IS INTENDED FOR
NHS SCOTLAND HOSPITAL WARDS

ACTIONS FOR NHS BOARDS:

1. Ensure all wards expecting to receive patients with coronavirus have received this document
2. Inform ward managers/charge nurses of any local arrangements that differ from what is described in this document
3. Support all wards to be able to introduce Near Me video consulting

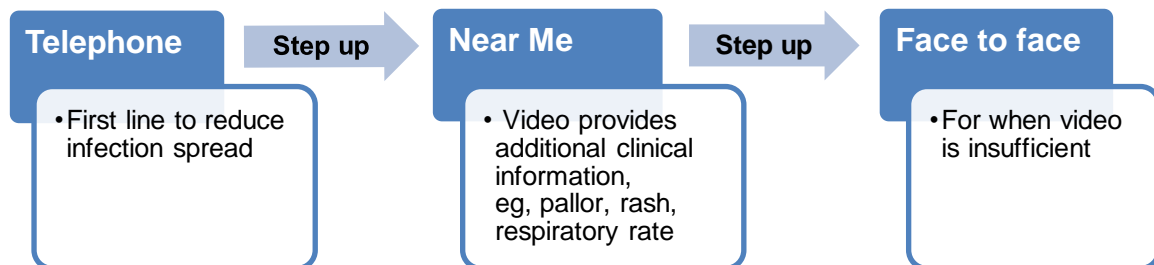
INTRODUCTION

Near Me video consulting (powered by Attend Anywhere) can be used to reduce exposure to coronavirus by enabling both patients and clinicians to consult while in isolation. It can also be used to reduce to protect the clinical workforce through reduced exposure to risk of infection, and increase resilience by enabling clinical support to be provided from different geographical locations.

Scenarios where video consulting may be beneficial in wards include:

- To protect clinicians from exposure to coronavirus in situations where non hands-on care can be given.
- To maximise clinician capacity to provide specialist input to multiple locations by removing the time to move between locations and/or to reduce the number of patients being transferred between hospitals.
- To enable clinicians to work remotely, either due to quarantine or to reduce the infection risk for the clinician.
- To enable additional health care support to be provided remotely to an area with a significant outbreak of coronavirus.

Consultations: place of Near Me



IMPLEMENTATION OF NEAR ME IN INPATIENT SERVICES

Overall planning

1	<p>Decide how Near Me will be embedded into the ward. Refer to template care pathway in Appendix 1. Then ensure the decisions are communicated with all members of the team. Involve the following in planning:</p> <ul style="list-style-type: none">• Ward manager/charge nurse• Clinicians• Administrative staff.
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Technical set up

1	<p>Check internet connection in all parts of the ward and at all locations clinicians will consult from – including any use away from the hospital clinic (eg, clinician at home):</p> <ul style="list-style-type: none">• Wired broadband/WiFi (preferred) or mobile data. Note there is a cost of using mobile data so sufficient data allowance must be in place for regular calls.• Check connectivity at: https://nhs.attendanywhere.com/webtctest For NHS sites this should return “Excellent”.• If you have connection problems, check internet connection speed. Use a site to check, such as: www.speedtest.net or www.broadbandspeedchecker.co.uk <p>Minimum requirement: download 1.1Mbps, upload 0.7 Mbps, ping under 150ms If unable to reach minimum requirements, contact eHealth department.</p>
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2	<p>Put in place video consulting equipment:</p> <p>(A) Ward device</p> <ul style="list-style-type: none">• Introduce a device that can be easily moved between patients’ rooms and that can be cleaned to meet infection control requirements.• Existing devices such as Computer on Wheels – laptop on a trolley – are ideal because of the experience of use. Add an external speaker so people behind the laptop are heard as well as the person speaking directly into it.• Ensure the device has adequate internet connectivity (above).• Have a clear process for charging the device.• Have a clear process for disinfecting the device after every patient use. <p>(B) Clinician devices</p> <ul style="list-style-type: none">• Add webcams and speakers or integrated screens to fixed computers in consulting rooms.• <i>Or</i> use moveable devices: laptops, tablets or mobile phones. Check WiFi connectivity if using moveable devices.• Be pragmatic about options such as moving video consulting equipment between rooms and using mobile phones during a coronavirus outbreak.• If setting up any new equipment, seek eHealth support to ensure computer settings are correct and compatible with other devices such as dictaphones (eg, default microphone and speaker). <p>Some NHS boards/HSCPs may be able to provide equipment. Note for ordering new equipment that supply chains may be affected by coronavirus.</p>
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3	<p>Check hardware meets the following requirements on all devices that will be used for video consulting:</p> <ul style="list-style-type: none"> • Computer operating Windows 7 or later, or Mac OS 10.11 or later. • Tablet or mobile phone operating Android 5.1 or later, or iOS 11.4 or later, or iPadOS 13 or later. • 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). • If any are missing, consult your board/HSCP eHealth department. <p>Updated technical specifications available at: https://nhs.attendanywhere.com/callers/Content/D_Articles/What%20you%20need%20to%20make%20a%20video%20call.htm</p>
4	<p>If a clinician is to work remotely (eg, from home):</p> <ul style="list-style-type: none"> • Ensure remote access to clinical systems is in place, including read/write access to health records. If not, contact NHS board/HSCP to arrange. • If using Direct Access, confirm it does not interfere with video calls (some types of Direct Access block video calling).
5	<p>Request a Near Me waiting area is set up for the Clinical Service or, if already in place (eg, for the outpatient element of the service), add all clinicians as users to the waiting area:</p> <ul style="list-style-type: none"> • Either follow the local process advised by your NHS Board/HSCP. • Or fill out request form at https://www.vc.scot.nhs.uk/attendanywhere/ which will go to the national VC team.
6	<p>Add the direct URL for the Near Me waiting room for all clinical services expected to be contacted to the ward device:</p> <ul style="list-style-type: none"> • Preferably add the direct link URLs to the desktop or home screen of the device, ensure they are clearly labelled with the service name, eg, "Respiratory Near Me". • If using a laptop, ask eHealth to add the URLs so the URL is available on the desktop no matter who is logged onto the device.

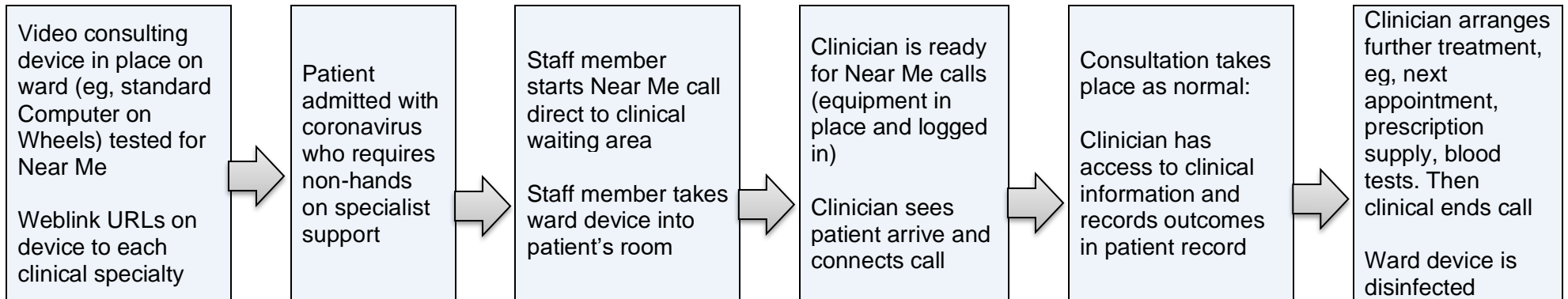
Service process planning

1	<p>Define the process for seeking Near Me consultations with the clinical service. (Part A) Ward process:</p> <ul style="list-style-type: none">• Agree a time for the consultation with the clinician. This could either be by phoning/paging the clinician to request ad-hoc consultations or by having pre-arranged ward round times.• Have an identified staff member to support the patient with the video consultation. Before the consultation is due to start they should:<ul style="list-style-type: none">○ Ensure they have all clinical information to hand to read to the clinician if required: exact requirements agreed locally depending on what electronic clinical information is available but might include recent case notes, Kardex and NEWS chart.○ Turn on the ward device and enter the Near Me waiting room via the specific service's URL. Enter the patient's name and date of birth in the patient entry fields. If necessary, add the ward number/name after the patient's surname.• Staff member waits outside patient room for clinician to connect the call, in order to minimise infection exposure.• Once the call is connected, the staff member should take the ward device into the patient's room, and introduce the patient and clinician. The device should be positioned directly in front of the patient, with the staff member in view beside the patient.• Clinician should then lead the consultation, as below.• Ensure the treatment plan is captured in the patient's notes, according to the local process (see below).• On completion of the consultation, the call should be ended and the device disinfected completely before next use.
2	<p>Define the process for seeking Near Me consultations with the clinical service. (Part B) Clinician process:</p> <ul style="list-style-type: none">• Have video consulting equipment in place (note if specific room is required).• Log into Near Me at https://nhs.attendanywhere.com• Check equipment works before starting (using "test my equipment" button in the waiting area).• Open the clinical system.• Identify the patient from the Near Me waiting room and connect the video call.• Consult as normal. Agree treatment plan and ensure staff member with patient is clear about the plan.• Depending on the electronic systems available: order any tests or treatment, and record the consultation in the patient's notes. If electronic systems are not available, agree a process for this with the Ward (eg, email treatment plan for ward-based clinicians to implement).• End the video call.

3	<p>Ensure all staff receive training on how to use the underlying video consulting platform (Attend Anywhere).</p> <p>For clinicians providing Near Me consultations:</p> <ul style="list-style-type: none"> • Watch 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/6lzAg0SHKFo • Join a scheduled video training session with the national VC team, see available dates at https://www.vc.scot.nhs.uk/attendanywhere/ • If available, access training locally via NHS board/HSCP. • Use the written training resource in Appendix 2. <p>For staff supporting the patient entry to Near Me on the ward:</p> <ul style="list-style-type: none"> • Watch the patient video at https://youtu.be/pOeLnYPpU_Q <p>Ensure all Near Me users understand the need to consult from a confidential space with good lighting.</p>
4	<p>Put in place a contingency plan in place for Near Me calls not working – for example, due to an internet failure. In an in-patient situation, the contingency plan is most likely to be:</p> <ul style="list-style-type: none"> • If the consulting clinician is working remotely, revert to a phone consultation. • If the consulting clinician is working within the hospital, revert to a face to face or phone consultation.

APPENDIX 1: TEMPLATE CARE PATHWAY

IN-PATIENT CARE



APPENDIX 2: FURTHER INFORMATION

Further information about setting up Near Me is available if required. The aim of this document is to enable fast set up: previous documentation was designed around a slower timescale so is more detailed.

1. Resource Centre with information about the underpinning platform (Attend Anywhere): <https://nhs.attendanywhere.com/resourcecentre/Content/Home.htm>

2. Clinician Near Me user guide



Practice Clinician
Near Me User Guide.pdf

3. Posters for clinician walls



Quickstart
poster.pdf



Call Screen
Poster.pdf

Contact details for further information:

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