

Implementing Telehealth in Regional and Rural Everyday Community Palliative Care Practice

Staff Training Manual

Module 4: Video use guide

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The 'Implementing Telehealth in Regional and Rural Everyday Community Palliative Care Practice' training manual is based on the BHCI project 'Implementing Telehealth in Regional and Rural Victoria' (duration 09/18 – 03/19), funded by the Department for Health and Human Services.

Development of tools and process maps:

Carita Clancy, CEO, Ballarat Hospice Care Inc.

Emily Shelmerdine, Project Officer, Ballarat Hospice Care Inc.

Lydia McKee, Project Officer, Ballarat Hospice Care Inc.

Vicky Smith, Specialist Palliative Care Nurse, Ballarat Hospice Care Inc.

Leanne Burns, Specialist Palliative Care Nurse, Ballarat Hospice Care Inc.

Project Consultant:

A/Prof **Susan Stacpoole**, Senior Research Manager, Ballarat Health Services

Development of the Telehealth Training Resource Pack:

Diane Nimmo, Research Coordinator, Ballarat Hospice Care Inc.

Vicky Smith, Specialist Palliative Care Nurse, Ballarat Hospice Care Inc. (Module 1)

Michelle MacGillivray, Community Engagement Manager, Ballarat Hospice Care Inc. (Module 4)

Project Consultant:

A/Prof **Susan Stacpoole**, Senior Research Manager, Ballarat Health Services

Ballarat Hospice Care Inc.

1836 Sturt Street

Alfredton

VIC 3350

Australia

www.ballarathospicecare.org.au



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I. Introduction

This guide is for our staff using video calls in the following scenarios:

1. Patient/client contact when
 - Communicating with patients, carers and families.
 - Facilitating video consultations between patients and doctors during a patient visit
2. Professional contact when using video conferences with staff members and other (health) professionals (e.g. Regional Team Meeting, Interdisciplinary Team Meeting).
3. This resource can also be used to train volunteers in the use of video calls with patients, relatives and carers.

It provides guidance on what to do when using video calls and support materials available to make video calls an easy, successful and safe way of communicating with different stakeholders.

All support materials are included in the appendix and linked to throughout the document.

II. General guidelines

1. Privacy and Confidentiality

When communicating with patients, relatives and carers use FaceTime or Skype (both have end-to-end encryption).

Do not use social media platforms for clinical consultations (eg Facebook, Twitter or WhatsApp), use **Zoom** or **Healthdirect**.

Ensure there is no sensitive information in your background. Zoom allows you to have a virtual background for increased privacy.

See: <https://support.zoom.us/hc/en-us/articles/210707503-Virtual-Background>

Stay cyber safe by staying alert in your sessions:

- Know who is in the meeting (including if some other person is in the room with an attendee)
- Limit what you share and avoid sharing classified information on screen
- Close all unnecessary windows to avoid accidentally sharing information

- Do not leave the session open after the call
- End the session immediately upon evidence of an attendee who was not invited.

2. Setup

- Ensure that the space behind you is not full of light (eg a window) as your face will be in shadow; adjust your position so your laptop back (or tablet or phone) and face are toward the light.
- Adjust your camera so that you can see your head and shoulders; this is the image others will see.
- Look at the camera when speaking.

III. Video call scenarios

3. Video use in client contact

3.1. Communicating with patients, relatives and carers

The following materials are available to support staff and patients with the use of Telehealth video calls. To view the materials, click on the link or scroll down to the Appendices.

Staff support kit:

- [Telehealth video call guide for staff on how to approach patients about the use of video calls](#)
- [‘How to make a FaceTime call \(iPhone\)’](#)
- [‘How to make a Skype call’](#)
- [‘How to host a zoom meeting on your mobile’](#)

Patient information and support kit, including:

- [Patient information ‘Using Telehealth video calls during the coronavirus pandemic’](#)
- [‘How to create an account and answer a FaceTime call’](#) and [‘FaceTime troubleshooting’](#) or [‘How to create an account and answer a Skype call’](#) and [‘Skype troubleshooting’](#)
- [Patient tool ‘How to prepare for a video call’](#)

3.2. Facilitating video calls between patients, relatives, carers and health professionals (doctors and allied health)

In the case that a patient is too unwell to visit a doctor or allied health professional, Zoom allows you to facilitate a meeting between patients and health professionals when visiting a patient. Please click on the link to find instructions on [how to host a Zoom meeting on your mobile phone](#).

Your role during this consultation:

- The nurse should clarify the purpose of the call, the nurse role during the call as well as make a note of any questions the patient, relatives or carers might have before the video call commences.
- The nurse sends the invitation out to the health professional via zoom.
- If an invitee is not in attendance there may be technical difficulties; contact them. Don't assume that the invitee is not attending.
- The nurse should initially open the conversation and let the health professional know who is physically present. The conversation is then handed over to the patient, relatives and/or carer(s). The nurse turns into a silent observer, writing down any questions that might need clarification.
- Once the conversation between the patient, relative(s) and/or carer(s) is finished, the nurse can ask clarifying questions. The nurse should also ensure that all questions or issues formulated upfront by the patient, relative(s) and/or carer(s) were addressed. If not, ensure the patient, relative(s) and/or carer(s) ask these questions.
- The nurse finishes up the video call, asking the patient, relative(s) and/or carer(s) if they have any more questions, organises a next appointment if required, thanks the health professional and ends the call.
- After the video call: Ask the patient if they have understood everything the health professional said, clarify if necessary and repeat important health care messages.

4. Using video conferences with staff members and other (health) professionals

4.1. Etiquette: Expected behaviours and responsibilities

- The host should initially chair; welcome everyone and set or remind all participants about videoconference etiquette.

- If an invitee is not in attendance, there may be technical difficulties; show care and contact them. Do not assume that the invitee is not attending.
- All participants including the Chair to have their phone available and on silent so that they can be contacted if there are technical difficulties.
- Allocate a scribe for recording of meetings where required.
- At the beginning of the meeting, the Chair introduces any who are physically present with the host or chair and if appropriate provides an opportunity for those working remotely to introduce themselves. Ensure there are no uninvited participants who may be able to hear the content as they are sharing space with a participant.
- If appropriate, the Chair to ask each participant at the start of the meeting what they want to achieve from the meeting. Chair to take notes.
- Be “present” in the meeting – if you have to leave, send a private chat message to the Chair to inform them.
- Don’t do other work and use your mute button when not speaking.
- No eating or drinking during the meeting.
- At the 30 minute mark take a 5 minute break to have a drink, stand up and step away.
- Chair to ensure that all participants have a chance to speak, present, comment.
- Prior to the completion of the meeting Chair to check with each participant in turn to ensure all have had their input.
- Meeting Chair to acknowledge on the effectiveness of the meeting and follow with closing the meeting with gratitude.

4.2. ZOOM suggestions

- While using Zoom, set screen in “gallery” mode and suggest attendees do the same. This allows people to see who is present in the meeting. (Note, if attendees are participating using a smart phone or tablet, this option may not be available.)
- On the task bar in Zoom there is a reaction button. When you wish to speak click on the clapping hands; it is the responsibility of the Chair to note and invite that person to speak at the completion of the first person speaking. The clapping hands will disappear from the screen after a short time.

Appendix 1: Staff support kit

Telehealth - Video call guide

Our aim is to:

- Protect the health of patients and staff
- Protect our workforce so we continue providing our service
- Provide the best possible service and care to patients
- Limit the spread of coronavirus

Benefits of telehealth video calls over phone calls:

- Personalises the contact
- Continues to support the patient
- Enables patients to recognise who they are talking with
- Provides a more comprehensive overview of a patient's physical and psychological wellbeing through visual clues

Facilities:

- Telehealth office (downstairs)
- Two clinical rooms have been equipped for Telehealth (upstairs)

Action plan for everyone:

Each day look up Telehealth information in the care plan for each patient before calling

a) If there is no Telehealth information recorded in the care plan:

- Call patient on the phone
- Inform about the use of telehealth video calls and its benefits (see above)
- Complete thorough Telehealth assessment
- Make Telehealth entry in care plan: write down detail on preferred app, phone number, Skype name or any other relevant information
- If patient agrees, arrange video call for next appointment (fixed time) and write down in progress notes, care plan and comments



b) If Telehealth information is recorded in care plan:

- Ring patient on the phone
- Explain that:
 - ⇒ We are minimising home visits to protect patient and staff health, and ensure we are able to continue providing our service
 - ⇒ We aim to provide the best possible care to patients by using telehealth video calls as this
 - makes contact more personal
 - enables patients to recognise who they are talking with and
 - enables the nurse to get a more comprehensive idea of their wellbeing.
- Ask the patient if it is ok to switch to video call
 - ⇒ If yes: Confirm details (app, mobile number, number, Skype name) and switch to a video call
 - ⇒ If no: Continue with phone call
- If patient agrees, arrange video call for next appointment (fixed time) and write down in progress notes, care plan and comments

Documentation:

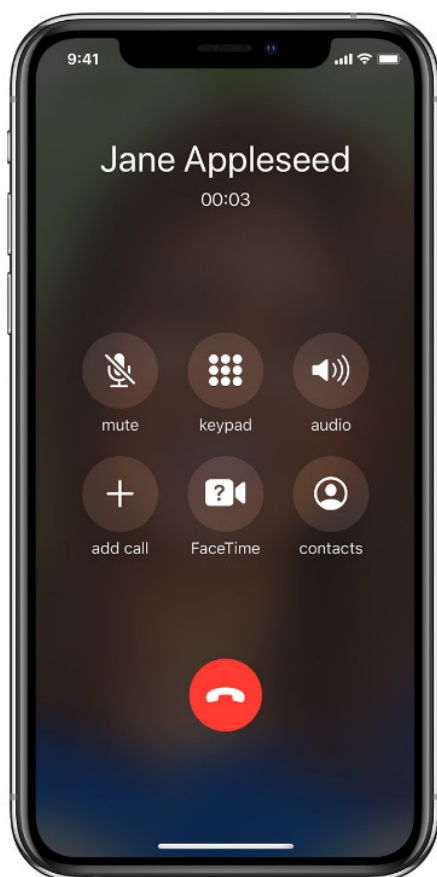
- Fill in survey form to document that telehealth video call was used
- Complete entire form if
 - video call provided a benefit over a phone call or
 - a technical issue occurred

If you do a new assessment:

- **always** inform patient and family about the use of telehealth video calls and its benefits (see above)
- **always** complete a **thorough** Telehealth assessment
- record detail on preferred app, phone number, Skype name or any other relevant information in the care plan.







How to make a Face Time call using your iPhone



Make a FaceTime call


To make a FaceTime call, you need the person's phone number or registered email address. There are a few ways to make a FaceTime call:

- In the FaceTime app, tap the plus button **+** and type the person's phone number or email address. Tap the number or address, then tap Audio  or Video .
- If you have the person's phone number or email address saved in your Contacts, you can start typing their name and tap the name when it appears. Then tap Audio  or Video .
- You can also start a FaceTime video call from your iPhone during a phone call. Tap the FaceTime icon in the Phone app to switch to FaceTime.






Make a Skype call using your smart phone

Check: Is the person you want to call in your Skype  Contacts list?

⇒ **If 'Yes'**: Select the contact you want to call from your **Skype Contacts list**, and then select the **video ** button.

⇒ **If 'No'**: You need to find the patient's contact in Skype

1. From the top of your window, select  **People, groups & messages**.
2. Type the **name, Skype name or email** of the person you want to chat with in the Search field.
3. Select patient/ family member/ carer from the search results and you will be taken to a conversation window.
4. Type a message and select the **Send ** button. Once they accept your request, you can make the video call by selecting the **video ** button in the conversation window.

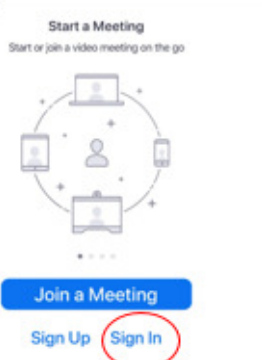
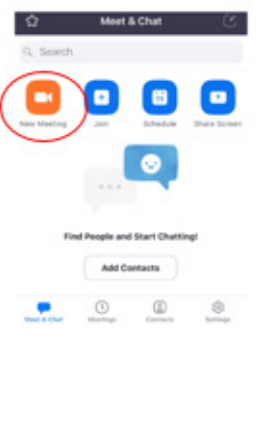
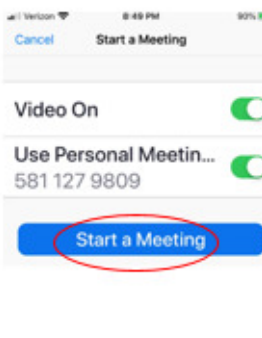


How to host a zoom meeting on your mobile phone

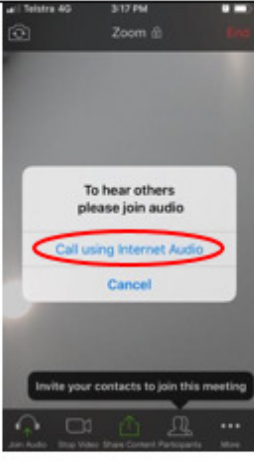
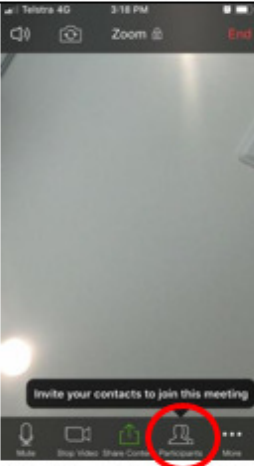



To use Zoom from mobile phone to mobile phone, both host and participant need to have the zoom cloud app downloaded and installed.

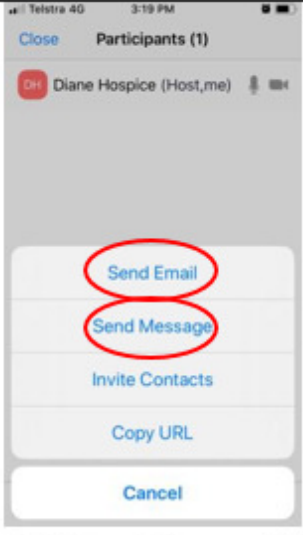
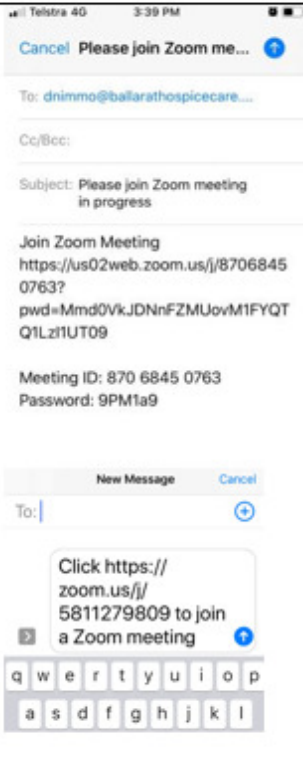
To use Zoom from mobile phone to a laptop, only the mobile phone needs to have the Zoom app installed.

<p>1.</p>		<p>If you are not already signed in: Sign in using email address and password (or google account for Samsung phones)</p>
<p>2.</p>		<p>Click on 'New meeting'</p>
<p>3.</p>		<p>Click on 'Start a meeting'</p>

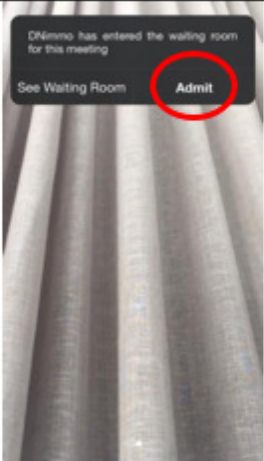

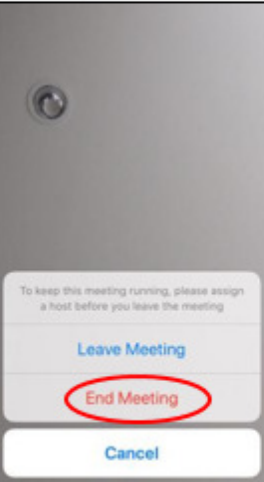


4.		If prompted select 'Call using Internet Audio'; If no prompt comes up on your screen, proceed with step 5.
5.		Select 'Invite participants'
6.		Select 'Invite'



<p>7.</p>		<p>Select 'Send Email' or 'Send Message', depending on the device your counterpart is using (mobile phone or Laptop)</p>
<p>8.</p>		<p>Email: Enter email address of the person you would like to invite</p> <p>Message: Enter mobile number of the person you would like to invite (this person needs to have zoom downloaded and installed on their mobile)</p>



9.	 A screenshot of a Zoom mobile app notification. The notification text reads "D'Mingo has entered the waiting room for this meeting". Below the text are two buttons: "See Waiting Room" and "Admit". The "Admit" button is circled in red.	When you see the person appearing in the 'waiting room', admit them to the meeting.
10.	 A screenshot of the Zoom mobile app interface during a meeting. At the top right, there is a red "End" button. The background shows a blurred video feed of a person.	When the conversation is finished, touch you screen to reactive touch navigation; Select 'End'.
11.	 A screenshot of a Zoom mobile app dialog box. The text reads "To keep this meeting running, please assign a host before you leave the meeting". There are three buttons: "Leave Meeting", "End Meeting", and "Cancel". The "End Meeting" button is circled in red.	Select 'End Meeting'.



Appendix 2: Patient information and support kit



Telehealth video call guide for staff on how to approach patients about the use of video calls

Dear patients, families and carers,

Due to the spread of coronavirus, Ballarat Hospice Care offers and encourages the use video calls to replace avoidable face to face contact.

Our aim is to:

- Protect the health of patients, their families and carers
- Provide the best possible service and care to our patients, their families and carers
- Protect our workforce so we continue providing our service
- Limit the spread of coronavirus.

The benefits of telehealth video calls for you:

- Video personalises the contact
- Enables you to recognise who you are talking with
- Provides the nurse with a comprehensive overview of your physical and psychological wellbeing
- Continues personalised service and care.

The following tools help you start using video appointments:

- How to use Skype / How to use FaceTime (for Apple devices only)
- How to prepare for your video call

If you have any questions please do not hesitate to contact us on (03) 5333 1118.

Thank you for your support to keep people safe!

31 March 2020

How to create a FaceTime account and answer a FaceTime call



1. Creating an Account (iPhone):

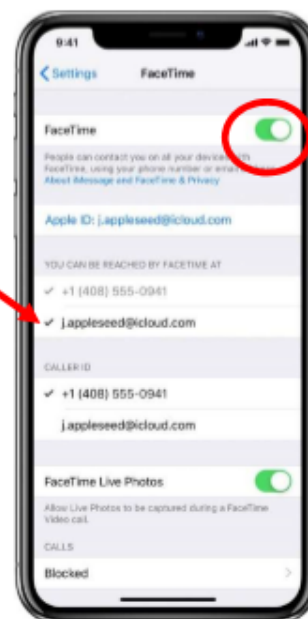
- Open the FaceTime app
- Sign in using Apple ID
- Phone number is automatically registered
- To register an email address go to Settings > FaceTime > Use your Apple ID for FaceTime

2. Creating an Account (iPad or iPod):

- Register email address using Settings > FaceTime > Use your Apple ID for FaceTime
- Open the FaceTime app and sign in using their Apple ID

3. Answering a Call:

- Tap Accept to answer, or decline to end the call
- If iPad is locked, slide the green arrow button to the right to answer
- To flip the screen



4. Tips:

- If you want to trial a FaceTime call with the patient, ensure that you call the patient from a separate room, or have someone back at the hospice call on your behalf. By doing this you will prevent significant background noise.

FaceTime troubleshooting




1. Can't make or receive calls:

- Ensure that the device is connected to the internet
- If using Cellular Data, make sure that 'Use Cellular Data' is on for FaceTime; go to settings and tap 'Cellular' or tap 'Mobile Data', then turn on FaceTime
- Go to settings > FaceTime and make sure that FaceTime is on
 - If you see "waiting for activation", turn FaceTime off and then on again
 - If you don't see the FaceTime setting, make sure that Camera and FaceTime aren't off in Settings > Screen Time > Content & Privacy Restrictions > Allowed Apps
 - Make sure you have the correct phone number and email address listed

2. Connection or sound quality issues with FaceTime:

- Issues such as: connection alerts, choppy calls, black screen, dropped calls
- Make sure that both you and the person you are calling are using a fast Wi-Fi or cellular connection
- Try turning Wi-Fi/data on and off again
- Ensure that any headphones, microphones, speakers etc. being used are plugged in

3. Blocked Contact:

- To unblock a contact:
 - Open Settings
 - Tap FaceTime
 - Tap Blocked
 - Tap Edit
 - Tap the red  button next to the contact you want to unblock

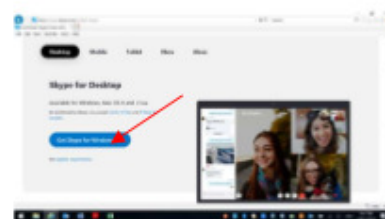


How to create a Skype account and answer a Skype call



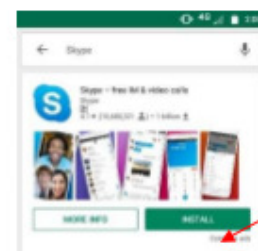
1. Installation (Computer):

1. Go to www.skype.com
2. Click the download button
3. Follow the prompts on the screen
4. Save to an easy to access place, such as the desktop



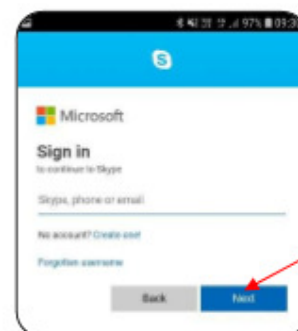
2. Installation (Phone):

1. Go to Play Store or App Store
2. Search Skype
3. Select the install button
4. Follow any further prompts, then follow the instructions below to create an account







3. Creating an account:

1. On the Sign in-screen select **Create account**
2. Enter phone number and select **Next**
3. Create a password
4. Insert first and last name
5. A code will be sent via text - enter this code (this can take a few minutes)
6. Follow any further prompts



4. Answering a Skype Call:

1. Select the video  button to answer
2. To decline the call select the end call  button
3. To switch your camera from front to back, select the  button
4. To end the call select the end call  button

Skype troubleshooting



1. Issues with Skype Call Quality:

- Most likely a problem with Hospice or Patient internet connection
 - Check the Skype Status Page: <https://support.skype.com/en/status/> for any reported issues
 - Ensure you meet the minimum system requirements and are using the latest version of Skype
 - Check your computer and internet connection

2. Internet Connection Problems:

- Ensure Wi-Fi is on
- Move closer to the router or access point.
- Ensure Airplane mode is off
- Restart the modem and router (unplug and wait 30seconds, plug it in again)

3. Audio and Video Issues (Desktop):

- Ensure Skype has permission to access your microphone and camera
- Ensure speakers, microphone and headphones are plugged in

4. Common error messages:

- 66-Not connected: Means you are logged out of Skype. Log back in using BCHI username and password
- 9901- Internal error: Skype is having problems

Patient tool 'How to prepare for a video call'

Before the nurse rings		
	Charge your phone or iPad	<input type="checkbox"/>
	Choose a comfortable place to sit during the video call	<input type="checkbox"/>
	Near your seat have ready: <ul style="list-style-type: none"> • Pen and paper • List of current medications • Any questions you have for the nurse 	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
When the nurse rings		
	Sit down and make yourself comfortable	<input type="checkbox"/>
	Answer the FaceTime call	<input type="checkbox"/>
	Look at the screen of yourself and position it so you can see yourself clearly	<input type="checkbox"/>