

The State Hospital Video Visiting Guidance for Visitors

The State Hospital (TSH) have developed a process for safe use of video visiting (VV) facilities for patients and approved visitors to assist in maintaining important relationships when face to face contact is difficult to achieve. This development builds upon existing practice in respect of telephone contact and visits within TSH. The success of this type of contact depends upon appropriate use of the technology, all parties adhering to the safe use of equipment and respect for the confidentiality of the patient and supporting staff. For this reason we would ask that the following information is noted prior to VV taking place:

- a suitable venue within the home is used for the VV, where the call is unlikely to be overheard or seen by any persons not authorised to participate. The audio and visual quality of the contact will be improved if a quiet area, away from natural light sources, is utilised.
- only those persons authorised to take part in the VV are present in the area where this is taking place. If supervising staff become aware that unauthorised persons are present, the video link will be terminated.
- there are no attempts to record, by any means, the audio or visual content of the VV. This helps to protect the patient's right to confidentiality and supports the integrity of the system.
- those participating in the VV do not smoke or consume alcohol during the video link. We would respectfully request that any such items are not visible during the VV.
- when you receive the date and time for you to link in, please follow the instructions as detailed in the email. Remember your VV call only lasts for the specified time, and can't be extended.
- if ward staff are unable to facilitate the VV (on occasion staff may require to undertake other duties at short notice in response to an urgent clinical situation arising), you will be contacted by phone to reschedule.

Nursing staff will be present and observing all VV contacts.

By agreeing to take part in a VV you are agreeing to these conditions of use. Any concerns that these conditions are not being adhered to will result in termination of the VV and a review of the patient's future use of this technology.