

# SevernSide

## Integrated Urgent Care

# IUC Video Consulting/SMS Text Messaging and Photos

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# IUC Video Consulting/SMS/Text Messaging and Photos V4.4

## Introduction

The purpose of this SOP is to layout the process in which clinicians working within Severnside will utilise SMS texting, video consultations and sharing of appropriate photos for the benefit of patient care.

## Objectives

### Background

In Summer 2020 as part of the country's response to the Covid19 pandemic, video consulting was introduced into the service. Video consults enable a more favourable mode of consulting for patients if clinical episodes of care can be closed without the patient needing to travel. This has also had an environmental benefit as a result of reduced car journeys.

In addition, Severnside IUC has utilised the use of photos within IUC via AccuRx and nhs.net email. This SOP supersedes the previous SOP (July 2020 "images in Severnside IUC")

SMS texting provides another reliable means to communicate with patients and their carers/families.

This SOP aims to describe the processes by which these three modes of communication are used within Severnside IUC.

## The Standard Operating Procedure

Cleo enables clinicians to complete video consulting (which is not recorded) via desktop computers in IUC within the Cleo programme.

Severnside permits clinicians to use video consulting or photos as an additional layer of assessment if it is likely to add value, for example, safely resolve the clinical episode without a face-to-face assessment or help determine level of urgency of such. Clinicians should continue to use recorded telephone lines for the majority of the remote clinical assessment.

## Video Consulting

Video consultations should be carried out via Cleo and not via other media, such as FaceTime. The video consultation itself is not recorded, but a log that the video has been done is in the audit and clinicians should remain on the Sesui telephone call whilst carrying out a video consultation as the call will be recorded.

To carry out a video consultation click into the patient, start consultation and select to start the video consultation.

You will then be able to send a link to the patient via text message (the mobile number can be changed).

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Video Consultation

⚠ Please do NOT disconnect the phone line during the video consultation.

Warning: should your virtual desktop or application hang whilst video consultation is under way, please beware that the patient may be able to see and hear you. Should this occur, please advise the patient who may still be able to hear you to that you are having a technical difficulty and that you will get back to them. Then power down the device and restart.

Please confirm patient has consented to having a Video Consultation

Patients Mobile Number

Please advise Patient to:

- Click the link in the SMS they have just received
- Click allow to the security prompts from GoodSAM to give access to both camera and microphone.

[View additional help for setting browser permissions on Android or IOS platforms.](#)

Close Send SMS

### Tips for clinicians:

- Try to practise using it in advance (logins/ technology/ training etc)
- Make a thorough assessment over the phone before deciding to use the video functionality (telephone is recorded, video is not)
- Seek the patient's consent before initiating a video consultation
- Be clear what the video will achieve (eg check general appearance, look at respiratory effort, examine skin etc)
- Maintain patient confidentiality - use in an area that is not easily overlooked by others
- If your clinical shift is being observed, ensure that you inform the patient that another clinician will be present for the video assessment, and identify them by name and role before the video consultation begins
- Involve carers/ family members/ where consent is obtained to assist less IT literate patients (perhaps elderly/ care home patients)
- Encourage the patient to ensure good mobile phone reception, and good lighting in the area
- Smile when you see the patient - it makes a difference
- Convert the episode of care to a face-to-face assessment in one of Severnside's IUC bases if the patient still needs to be seen following the video assessment (perhaps poor connection/ bad light/ tech failure)
- Wear an ID badge, so the patient can see you are who you say you are
- Revert to telephone to complete your consultation (this is recorded)
- Raise an IT enquiry in the event of hardware problems (missing webcam, equipment not working etc) for the team to investigate
- Generally, don't consult via video for viewing intimate areas. However, there may be exceptional circumstances where you need to, in which case please DO refer to the document: "Key principles for intimate clinical assessments undertaken remotely in response to Covid 19", to minimise risk This is a 2020 document, but appears to be in use still and, although we're long past Covid 19, its advice is sensible.
- Don't push video consulting where patients are not happy to do it
- If you have technical issues with video consulting, please liaise with the Host, Assistant Shift Manager or Shift Manager for advice and support. Or complete a BrisDoc IT-Support form (for enquiries that need a response >24hrs)

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## Supporting documents

Key principles for intimate clinical assessments undertaken remotely in response to COVID-19  
Version 1 – July 2020

Principles of safe video consulting in general practice during COVID-19

These are from 2020 and we're long past Covid 19, but the principles are unchanged.

## SMS texting

SMS texting provides another reliable means to communicate with patients and their carers/families.

Common uses for SMS texting within IUC include:

- Confirmation that a prescription has been issued - the chemist it's been sent to and the Prescription ID to enable the pharmacist to draw the prescription from the NHS spine
- To confirm appointment details
- To share important details like Severnside "patient line"
- To confirm location of appointment
- To reinforce self-care advice
- To inform a patient not answering their phone that a clinician is attempting to call them in exceptional circumstances (a worrying lab test result) and to share the direct call back number for Severnside IUC (patient line)

General points:

- Text messaging should only be sent via the Cleo platform
- Text messages should be sent to mobile phone numbers
- Patient identifiers should generally be avoided if the patient is not expecting a text message (unless previously agreed during a telephone conversation)

## Photos

During a consultation it may be necessary and appropriate for the patient to send an image to support the consultation and clinician's decision making. Please refer to the "[Key principles for intimate clinical assessments undertaken remotely in response to COVID-19 Version 1 – July 2020](#)" for the appropriate use of images to clinically assess patients

The following process is to enable a photograph to be received in the IUC service and reviewed by the consulting clinician:

1. Operational colleagues are able to facilitate requesting photos and attaching these to the Cleo record for viewing. Please discuss with the Shift Manager if this process is in action.

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2. If the operational team cannot support with requesting photos, this will sit with the triaging clinician. The clinician will advise the patient they will receive a text message with a link to reply with attached photos. Clinicians are expected to gain and to document patient consent in the Cleo notes before commencing this process
3. Send the text message from within Cleo. This is available as a right click action on the queue, or by clicking into a patient record, and selecting the SMS option.
4. We recommend that the text states the following:

“Please click the link below to share the photo that was agreed during your consultation. Please be advised by sending the image you are consenting to the clinician at Severnside IUC viewing it for the purpose of your consultation. We will never share or store your image; it will only be available to the clinician that has asked you to share it. Please avoid sending any images that contain an intimate body part”
5. Once the message has been sent a grey camera icon will appear in the CAS queue on the patient’s record row. To check if the photos have arrived you should either right click on the case and select ‘refresh media’ or click into the case, start consultation and then select refresh media. Once the photos have landed and been identified the camera icon will go green.
6. Once the photo has been seen and assessed by the clinician, the patient should be called back to discuss the appropriate management plan

### Requests to share the photos with other healthcare providers

Clinicians may find it helpful to share patient photos with other healthcare professionals as part of delivering safe and effective care. Visual information can support clinical decision-making, enhance communication between teams, and provide a clearer understanding of a patient’s condition.

Clinicians can request that an image from CLEO be shared with another healthcare professional by contacting the Shift Manager or the WaCC team. The image will be securely sent via NHS email to a valid NHS.net or hospital trust email account, ensuring appropriate information sharing to support patient care.

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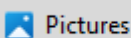
To send an image:

Take a screenshot of the image in CLEO

1. Open the CLEO case
2. View the image
3. Take a screenshot of the picture by pressing **Fn + Print Screen** and draw you area over the image only (you can do this multiple times if there is more than one image)



4. Open the documents folder




5. Navigate to **Pictures**



6. Select the **Screenshots** folder
7. Locate your image

Sending the image

To send the image to a NHS.net or hospital trust email:

1. Check the receiving email account is a secure recipient i.e. nhs.net or hospital trust
2. Open a **new email** from the [Sevenside.referral@nhs.net](mailto:Sevenside.referral@nhs.net) account
3. Select the relevant email template
4. Attached the image(s) by selecting the attachment button 
5. Follow steps 4-7 above
6. Send the email
7. Navigate back to the screenshot folder on the computer and delete the image(s)

### Receiving video clips

Occasionally, a patient or carer may have a pre-recorded video of episodic symptoms (eg possible seizures). Unfortunately, these cannot be received via our systems. Instead, ask the patient for their email address. The operational team will then email the patient from the Severnside referral email account, to request that the patient replies and attaches the clip. The operational team will then provide access to that account so you can view the footage. The videos are not saved in the medical record, so document your observations as you would in the face-to-face setting.

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## Monitoring

All incidents should be reported via the incident reporting portal and investigated in line with [BrisDoc's incident process](#).

## IT issues

All technical issues should be reported via the IT reporting portal.

Monitoring will be by means of evaluation of incidents/ and complaints relating to this process

## Related Documents

SOPS:

Standard Operating Procedure for failed contact with cases within the clinical advice queue

Call Handler Handbook

## Change Register

Date	Version	Author	Change
10/03/2022	3	N. Ryan	Addition of receiving video clips.
09/02/2023	4	N. Ryan	Update to text message content.
28/03/2024	4.1	N. Ryan	Full review and addition of Adastra video calling option
08/07/2024	4.2	N. Ryan	Addition of sharing photos
28/04/2025	4.3	N. Ryan	Update to deleting messages in AccuRx
28/06/2025	4.4	N.Ryan/L Grinnell/K Ryan	Update for Cleo. Removal of the use of ACCURX Addition of sharing photo with third party process Change of consultation to referral email