OUTPATIENT CLINICS

Student Guidance

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Contents

General notes

- You may be allocated to attend outpatient clinics either in person or remotely via Attend Anywhere (the Trust endorsed virtual platform for video clinics)

- Prior to attending an outpatient clinic you must have completed the mandatory information governance / data protection training organized by UCL during your introduction and orientation module

- You will be allocated to specific outpatient clinics and must only attend your allocated clinic

- If you are unable to attend an allocated clinic you must inform the relevant administrator(s) and clinician(s) at the earliest opportunity

- You must be punctual – late attendance will not be permitted

- Dress code – professional attire must be worn in accordance with UCL guidelines for attending clinical placements. This applies whether you are attending a clinic in person or virtually

- Mobile phone usage is not permitted during the clinic unless you have been given express permission to do so by the supervising clinician

- Learning objectives – going forward it is likely that virtual consultations will feature prominently in outpatient settings and will be increasingly used by future generations of doctors. In addition to receiving teaching related to clinical aspects of the consultation the following learning objectives specific to virtual clinics should be achieved where possible:

    - taking a structured history virtually

    - principles of remote examination

    - judgement of when face-to-face consultation is required

    - understanding challenges and potential barriers to the virtual consultation

    - managing cognitive overload associated with remote counselling

Attending clinic in person

- Currently, the following types of clinics are being run by clinicians: face-to-face with patients, video clinics, telephone clinics, and a mixture of these

- You may be allocated to experience any of these clinics in person with the clinician

- You should follow Trust guidance on PPE and social distancing in the clinic environment – your clinician will be able to guide you with this

Attending clinic remotely via Attend Anywhere

- Where clinicians are running virtual clinics (video clinic, telephone clinic or a combination of both) you may be allocated to experience these clinics remotely via Attend Anywhere

- You will only be able to attend clinic in this way if you are able to meet the criteria and conditions outlined in this document on pages 4-5, 'Virtual Clinic Attendance from Home - Student Instructions'

Virtual Clinic Attendance from Home – Student Instructions

Dear student,

You have been invited to attend an outpatient or GP clinic virtually. These will form an important part of your learning this year and will increasingly form part of a doctor's usual practice and so it is important that you are able to attend and make use of these learning events. In order for this to occur certain conditions need to be met. Please review the list of requirements/conditions below and sign the agreement prior to attendance. Please check that you have all the required equipment and it is in working order ahead of your clinic date and that you are able to meet the requirements below. This may include undertaking a test call if required.

1. You will need your UCL iPad to access the consultation– you may only use this device to attend the virtual clinic unless express permission has been given by the supervising clinician to use an alternative device.

2. You must have installed the latest system updates to prevent unauthorised eavesdropping and must not have installed any apps from an unknown/untrusted source on your UCL iPad

3. You will require stable internet/WiFi connection - you will use data when you are on the call, waiting in the waiting area does not use data

4. You are required to take reasonable measures to ensure that the space you are using to attend clinic remotely is private and avoid inadvertent disclosure of information. Any breaches of patient confidentiality will be taken seriously. These measures include the following:

    a. A private room with the door closed and a headset to ensure confidentiality

    b. To avoid interruptions you should consider the following – locking the door if possible, signs/notices on the door to indicate that no one should enter the room or disturb you whilst attending the clinic, if living in a shared home make others aware that you are undertaking clinical activities virtually and should not be disturbed.

    Any breaches of patient confidentiality should be reported to the supervising clinician

5. No aspect of the clinic may be digitally recorded by you. You must not take any screenshots, recordings or pictures during the clinic. Again, any breaches of patient confidentiality will be taken seriously

6. Mobile phone usage is not permitted during the clinic unless you have been given express permission to do so by the supervising clinician.

7. Dress code – professional attire must be worn in accordance with UCL guidelines for attending clinical placements. This is an outpatient clinic so you should dress fully (top and bottom) as you would if attending in person. Crumpled/creased clothing will be visible to the clinician and patient.

8. You will be using your webcam and your background will be visible to the clinician and patient - please ensure that anything visible in the background is appropriate for a patient-facing encounter. Consider a plain background without personal effects.

9. The clinician may refuse you entry to the clinic if they feel that you are not in a suitably private space, if the quality of the video connection is not adequate, or if they have any concerns over potential breaches of patient confidentiality or professionalism including how you are dressed, the background visible and any background noise. Please understand that this will be done in the patient's best interests.

10. For the duration of the clinic you must assume you are in a working in a professional capacity in the hospital or GP environment and not at home. You must be focussed entirely on the clinic and behave as you would if attending in person.

Please sign below to document your agreement.

Name:

Signature:

Date:

Step by step guide for students using Attend Anywhere

As Attend Anywhere can be used for multiple participants, it can be used for students to join consultations remotely. You will join the waiting area in the same way as a patient and can then be added to the call if the patient consents for you to be present.

Ahead of your clinic date:
Please check that you have all the required equipment and it is in working order by undertaking a test call. You must use Safari. Either google "Royal Free Hospital video appointments" or copy and paste the link: www.royalfree.nhs.uk/video-appointments

When you reach the Video appointments page, find and click on the "Start video call" and then "Test call" button and follow the instructions.
NB. If you are unable to see the "Test call" button (as sometimes is the case with Apple devices), please just click on the "Start video call" button instead and follow the equipment checks but once these are complete, do not join the waiting area.

To attend your allocated clinic:
1. Using Safari on your UCL iPad go to www.royalfree.nhs.uk/video-appointments and click on the "Start video call" button. The next page you are taken to again click on "Start video call", NOT "Test call". You will be taken through the equipment checks as before.

2. Video Call Setup
It is important to choose the correct specialty from the drop-down menu for Waiting Area. **If you are unsure which waiting area to select check with the clinician in advance of your clinic date.** Enter your first name and surname in the box saying "First Name". In the second box saying "Last name" enter "Medical Student, Dr *clinician-surname's* clinic".

You are also required to enter your date of birth and phone number. This will be visible to the clinician but not the patient.

If you prefer not to share these details then you can enter false details, e.g. DOB 01/01/1999, phone 07777 000000

3. Confirm you accept the terms of use.

4. You will then be connected to a virtual waiting room. When you have joined, you will see and hear the message: "Thank you for your video call. Someone should be with you shortly". Please wait for the clinician to join you.
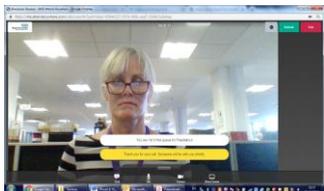

5. Your clinician should establish an introductory video call with you prior to any patient consultations. After meeting and having an initial clinic brief, the clinician will end the call and you will have to rejoin the waiting area using the steps above. **You will have to rejoin the waiting area every time the call is ended, i.e. after every patient encounter.**

During the clinic:
6. The clinician will add you to calls with patients. **Please, mute your microphone on joining the consultation as the patient will already be present.** You may unmute your microphone as guided by the clinician. In order to minimise any audio interference / background noise we suggest you remain muted when not actively contributing. You will know when you've done this correctly as you will see at the bottom of your screen that your microphone is "muted".

7. If a patient does not consent to a student being present the clinician should send you a message through Attend Anywhere which will appear on your screen:
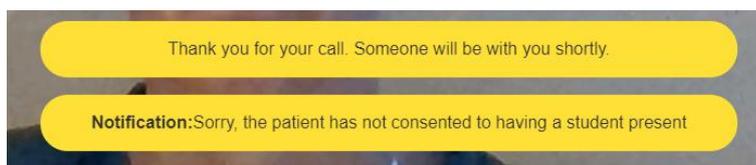
Remain in the waiting area and the clinician will re-establish a call with you when they are able to.

8. The clinician may share their screen (e.g. imaging, results) with you during the clinic. On your iPad you will be able to pinch and zoom to enlarge the image being shared.

At the end of the clinic:
At the end of the last patient call, your clinician will inform you that the clinic has now finished so that you do not rejoin the waiting area after the call has ended.

OTHER USEFUL FUNCTIONALITY:
At the bottom of your screen during a video call, you will see the following icons:

Chat function

Microphone & camera icons – click on these to switch them off or on
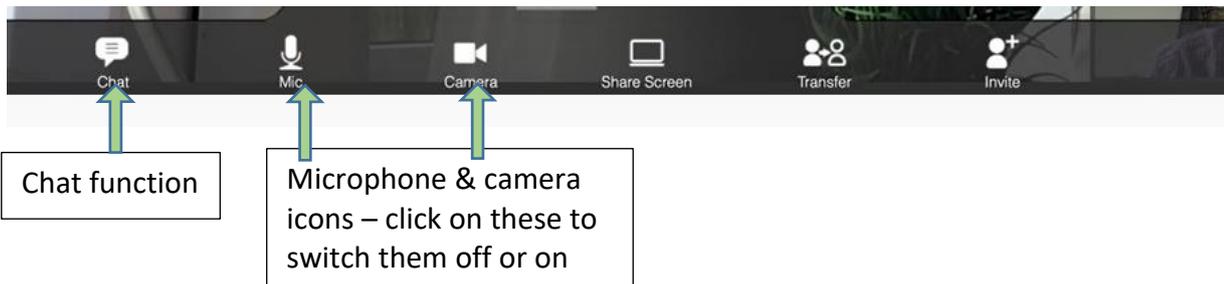
Chat function
The chat function may be useful if you want to ask your clinician a question during the consultation, **but please remember that this is also seen by the patient.**

Changing the screen layout
There are two different views available on your video call screen and you can easily switch between the two by clicking on the green button next to the "Refresh" button in the top right corner.
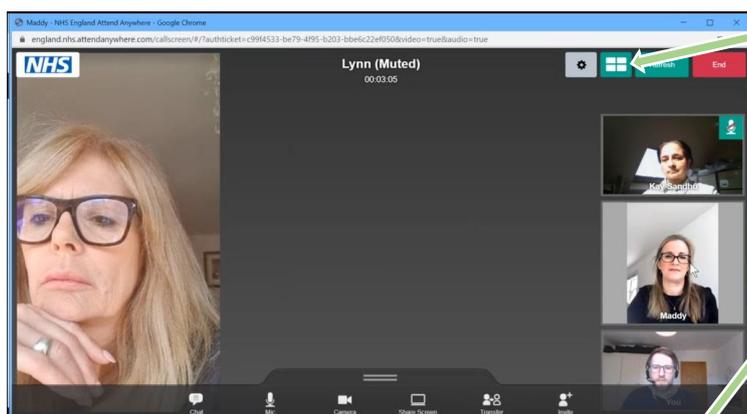
When using this view, you can also choose the person you want to see as a larger image in the main window by clicking on their image. They will automatically appear in the main window
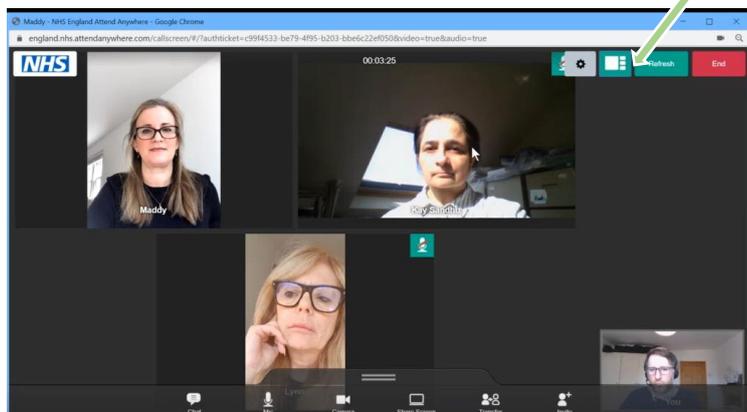
If a participant is using a mobile phone to join the call, their image is smaller and shown in "portrait" mode

If they are using a laptop, the image is larger and shown in "landscape" mode