



Royal Free London
NHS Foundation Trust

LONDON'S GLOBAL UNIVERSITY  **UCL**

OUTPATIENT CLINICS WITH MEDICAL STUDENTS

Clinician Guidance

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General notes

- Thank you for your help to teach our medical students
- Pre COVID-19 students would attend outpatient clinics in person as part of their clinical placements. Going forward, students may be allocated to attend your clinic either in person or remotely via Attend Anywhere (the Trust endorsed virtual platform for video clinics)
- Ground rules – please elicit student expectations and set ground rules at the start including clear instructions on how the clinic will be run and extent of student involvement
- Breaks – offer students adequate opportunities for breaks especially where they are attending remotely. Students will be wearing headphones/earpieces when using Attend Anywhere which can become uncomfortable after prolonged periods of time
- Patient consent for students to be present during the consultation - this should be obtained as per usual practice. Where the student(s) are remote via Attend Anywhere, please introduce the student(s) and the location from which they are joining, e.g. home. You may wish to explain to the patient the reason for this is to reduce hospital footfall during COVID-19
- Breaches of patient confidentiality – any breaches whilst undertaking remote consultations must be logged on RFL Datix within 24 hours
- 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 providing teaching related to clinical aspects of the consultation you may wish to consider student learning specific to virtual clinics including management, technological and clinical challenges:
 - taking a structured history virtually
 - remote examination
 - judgement of when face-to-face consultation required
 - challenges and potential barriers to the virtual consultation
 - managing cognitive overload associated with remote counselling

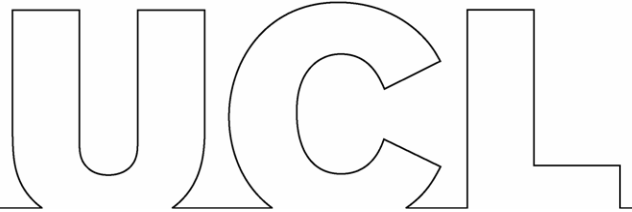
Student attending clinic in person

- 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
- Students can experience any of these clinics in person with the clinician
- Students should follow Trust guidance on PPE and social distancing in the clinic environment
- Usually maximum 1 student for clinics where patients will be attending in person
- Clinician to decide whether students should be present for consultations where patients are shielding or felt to be high risk, taking account of any Trust guidance

- Physical examination of patients - clinician to judge when this may or may not be appropriate, taking account of patient anxiety, the current situation with COVID-19, and relevant Trust guidance
- Depending on clinic room size more than one student may be present for virtual clinics (video/telephone) where all patients are remote
- If you are conducting telephone consultations with students present please ensure you have speaker phone function

Student attending clinic remotely via Attend Anywhere

- Where clinicians are running virtual clinics (video clinic, telephone clinic or a combination of both) students can experience these clinics remotely via Attend Anywhere
- Students will use their UCL iPad and attend either from their home environment or designated spaces within the medical school area of the Trust or main university campus
- Students will only be able to attend in this way if they are able to meet certain criteria relating to patient confidentiality and professionalism as outlined in this document on page 5, 'Virtual Clinic Attendance from Home - Student Instructions'
- You may refuse students entry to the clinic if you feel that they are not in a suitably private space, if the quality of the video connection is not adequate, or if you have any concerns over potential breaches of patient confidentiality or professionalism including how the student is dressed, the background visible and any background noise
- Maximum 2 students may attend the same clinic from different devices (results in four individual participants on screen - clinician, patient, student 1, student 2)
- If you are expecting face-to-face patient consultations as part of your video or telephone clinic please try to accommodate the student(s) within this as far as possible, e.g. adjusting the camera angle so the student(s) can view both parties
- For telephone consultations ensure you have speaker phone function and move the phone close to the computer to enable transmission of sound between patient and student(s)



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:

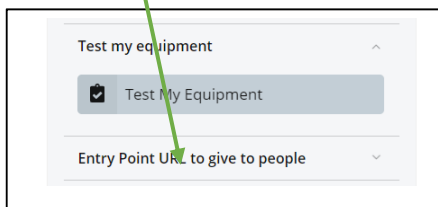
Step by step guide to using Attend Anywhere with student(s)

As Attend Anywhere can be used for multiple participants, it can be used for students to join consultations remotely. Students 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 them to be present. **This document provides the Trust approved and recommended workflow. Deviation from this could compromise information governance and data protection standards, and may result in a breach of patient confidentiality.**

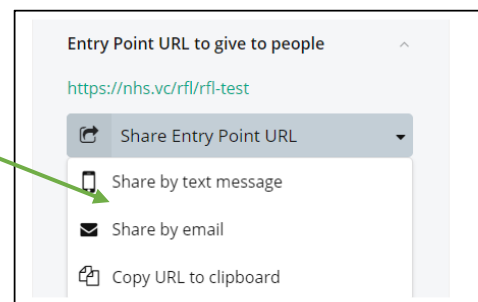
Before the clinic:

Students attending your clinic should be in the waiting area, ready to join a few minutes before the clinic start time. They will be labelled as “*Student name, Medical Student, Dr clinician-surname's clinic*”. Students will be given instructions to join the waiting area in the same way as a patient. Another way for students to join the waiting area is for you to send them the direct link (inform the student if you are planning to use this option):

- 1) From the list on the right side of the waiting area, click on “Entry Point URL to give people”



- 2) Choose how you want to send the link to the student(s)



“Share by email” recommended if using this option as students will be using iPads, not phones

To meet and brief your students before the clinic, follow the process below without the patient. NB. Students will have to repeat the process of joining the waiting area each time a call ends as their connection will be terminated (this should not take longer than a couple of minutes).

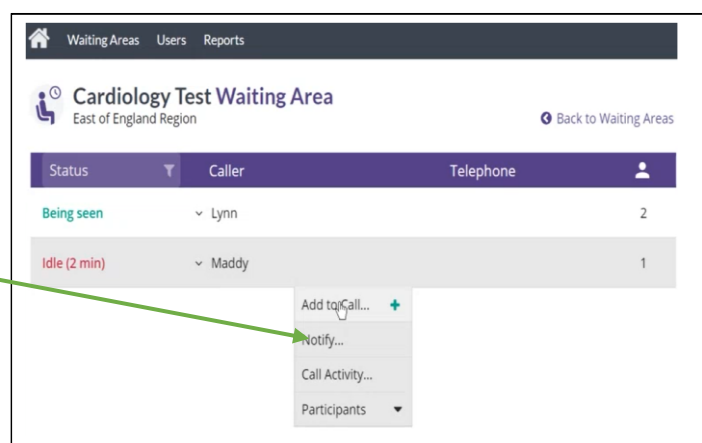
During the clinic:

1. Invite the patient into the call first by clicking on their name and choosing “Join call”. Obtain the patient’s consent for student(s) to be present during the consultation remotely, stating explicitly where the student(s) are joining from, e.g. home.

If a patient does not consent:

Minimize the video screen to return to the waiting area. Send the student(s) a message from the waiting area to let them know that the patient has not consented to them being present. They can wait in the virtual waiting area until you see the next patient.

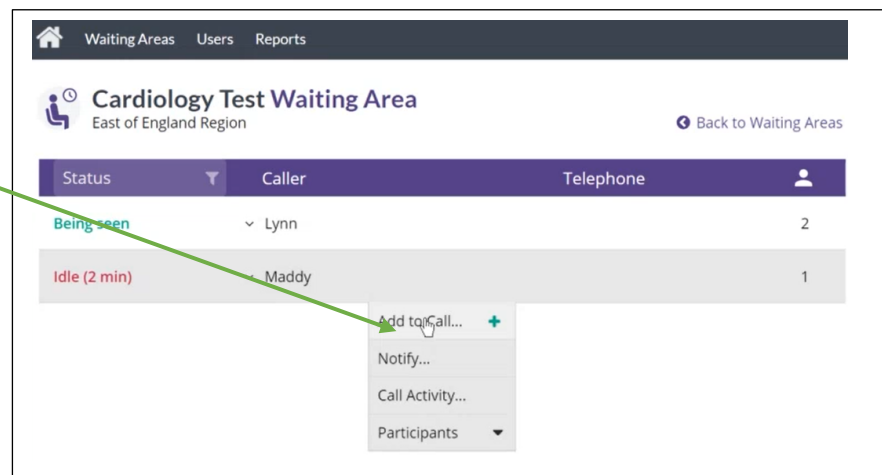
Click on the student’s name and then click **Notify:**



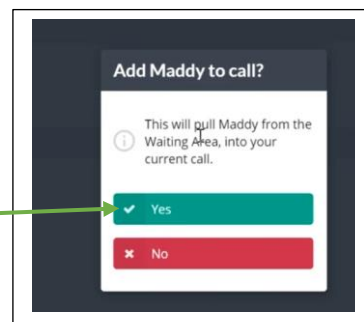
If the patient consents:

2. Minimize the video screen to return to the waiting area. Add the student to the call by clicking on their name and choosing “Add to call”. If there is a second student, repeat the process

Click on the student’s name and then click **add to call**:



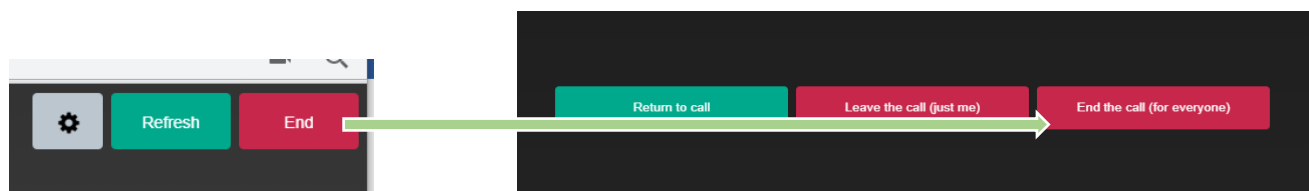
You will be asked to confirm that you wish to add the second participant to the call. Click **“yes”**



3. Introduce the student(s) and carry out the consultation as normal.

4. When the consultation has finished, ask the patient to press the red “End Call” button but advise the students to remain on the call for any debrief or discussion. **Please be aware, there is a 1 minute period after the patient ends the call during which they have the option of rejoining by choosing “Reconnect video call” (this function is available to them in case they disconnect by mistake).** If the patient rejoins the call during this minute they will appear on your screen again.

5. Once you have finished, ask the students to rejoin the waiting room and end the call for everyone



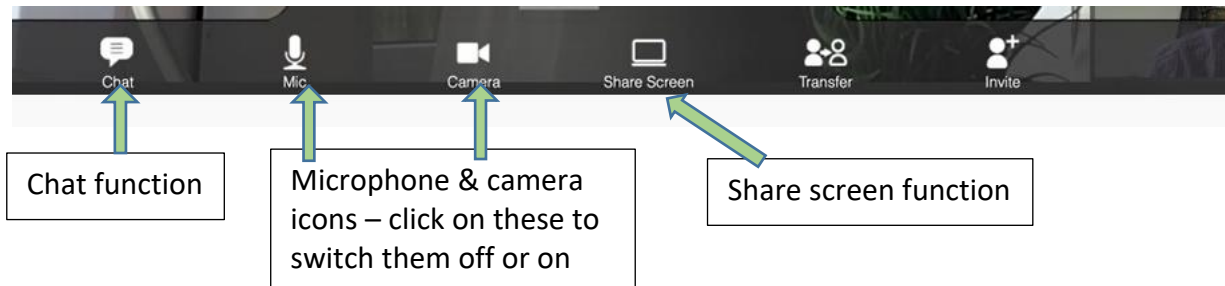
6. Repeat the process for each patient

At the end of the clinic:

7. At the end of the last patient call, inform the students explicitly that the clinic has now finished so that they do not rejoin the waiting area after you end the call.

OTHER USEFUL FUNCTIONALITY:

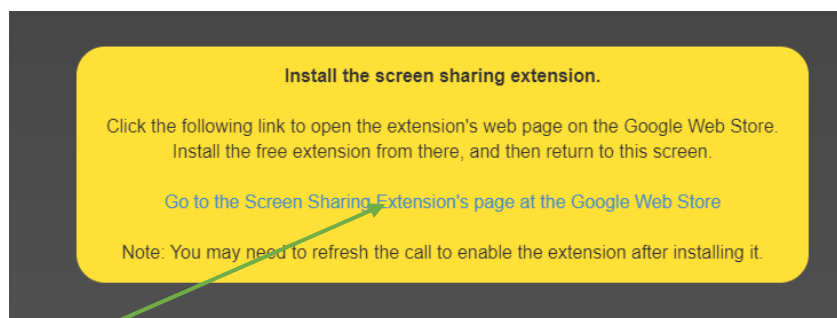
At the bottom of your screen during a video call, you will see the following icons:



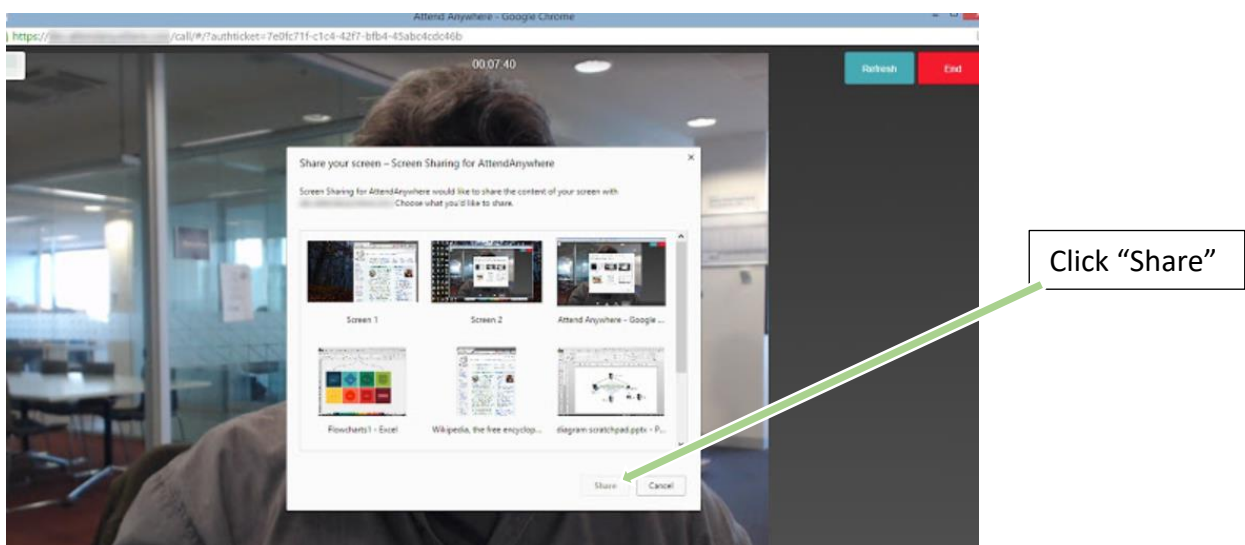
Sharing your screen

“Share Screen” is a useful function allowing you to share information from your computer – including letters, notes, results and imaging – with students and the patient if you wish.

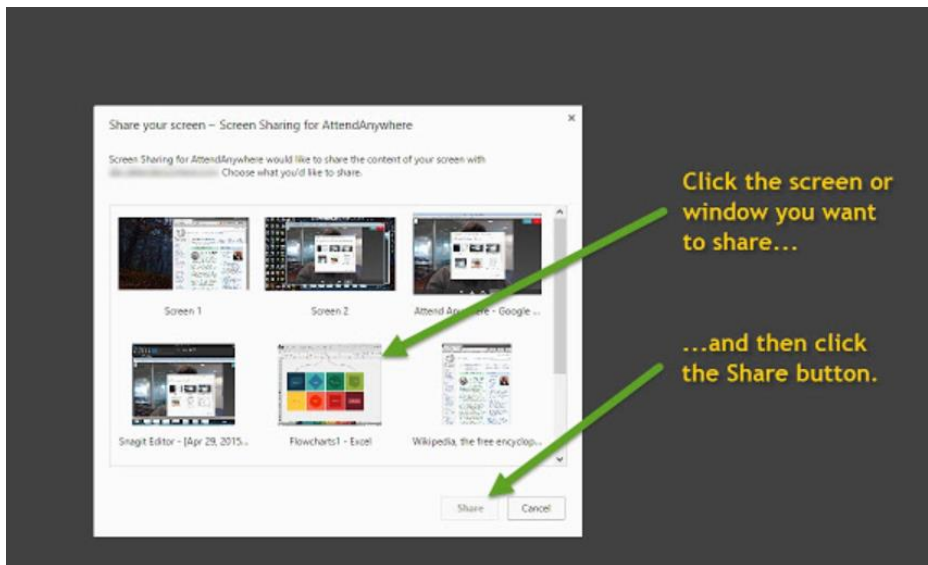
The first time that you click on the icon, you may be asked to install the screen sharing extension:



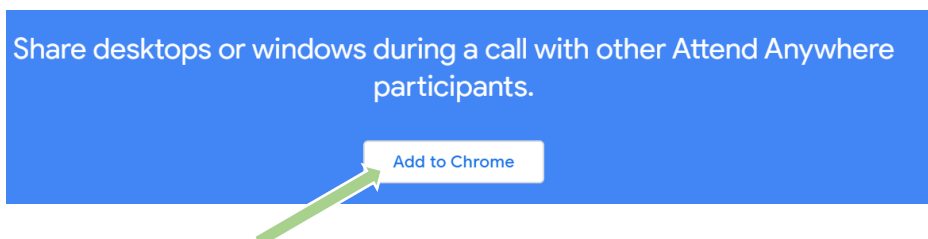
Click on the link and it will take you to the following screen:



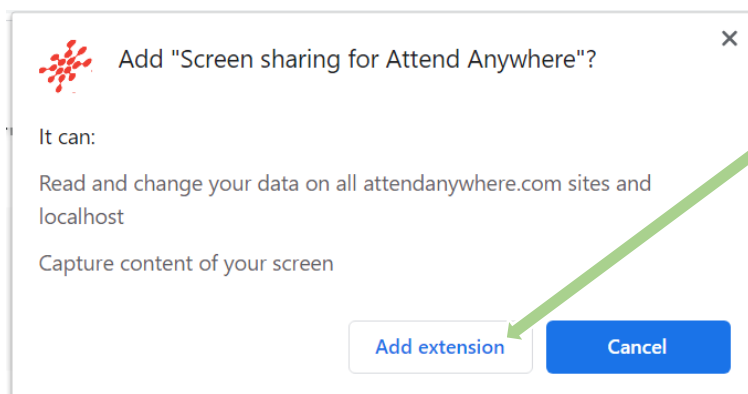
You will then see the following screen which shows you how to share:



At the bottom of this screen you will see this blue box:

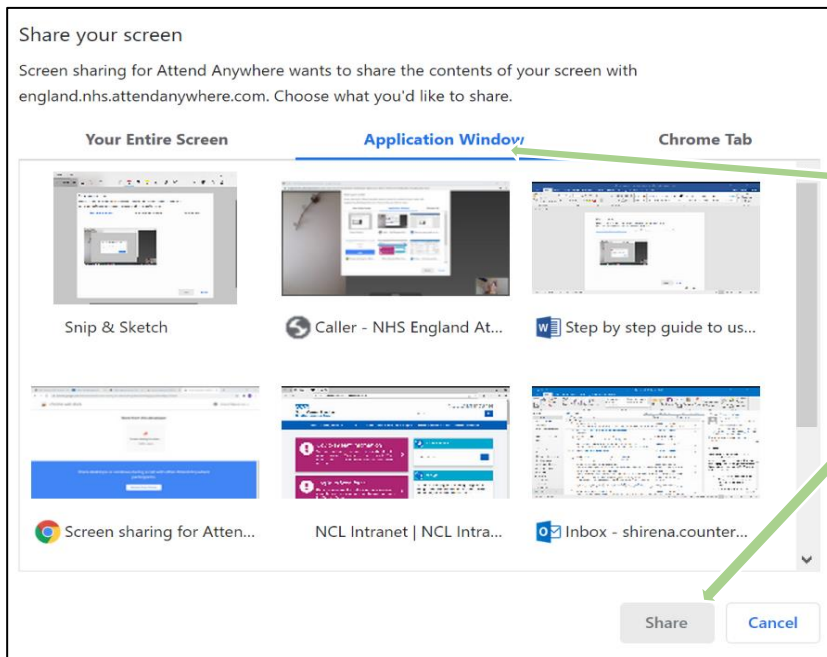


Click on "Add to Chrome" and when the following screen appears, click "Add extension"



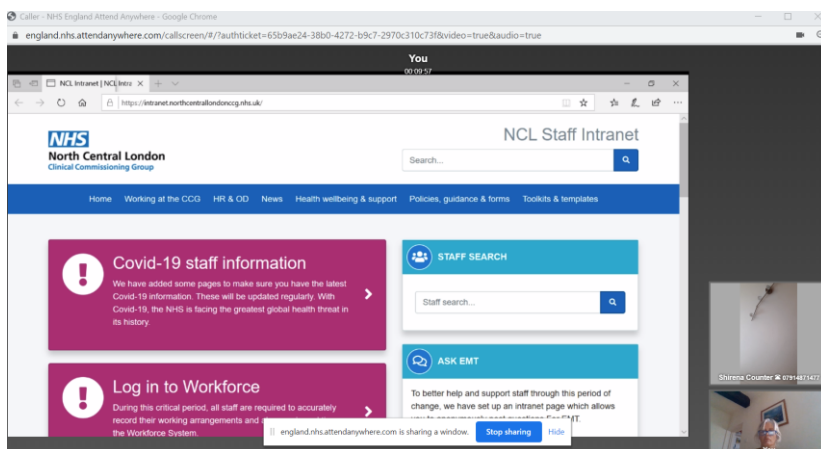
You will only need to do this the first time you try to share your screen on that device. If you use another device, you may need to do it again.

To share your screen during a video call, click on the “Share Screen” button at the bottom of the screen. You may need to hover your cursor at the bottom of the screen to make it appear. You will then see the following:



Make sure you choose “Application Window” rather than “Your entire screen” and then click on the screen you want to share, followed by “Share”

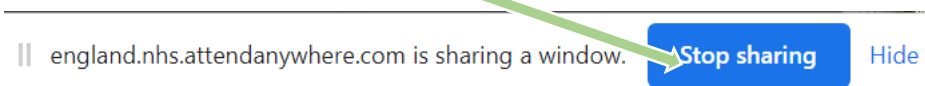
This will share the screen with all participants and you will see this:



Useful tips:

- If using your mouse as a pointer when you share your screen you must use your mouse on the **original** screen. There is a slight time lag of a few seconds between what you see and what others will see.
- You can only share one window at a time so you will need to stop sharing and re-share.
- You can share another webpage, even if it's on another browser

Please be aware that any screen shared is visible to everyone on that call, including the patient, until you press the “stop sharing” button.

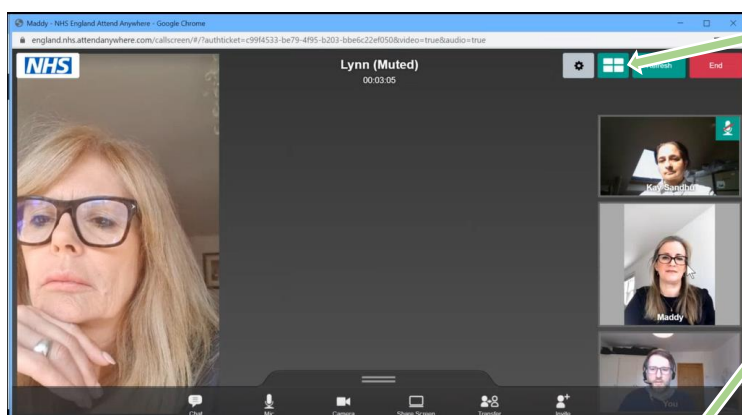


Chat function

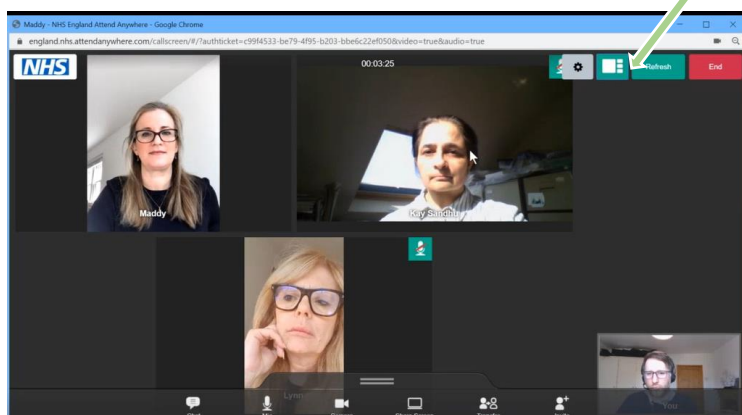
The chat function may be used for example, to copy and paste website addresses that you think will be useful for the students or patient.

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

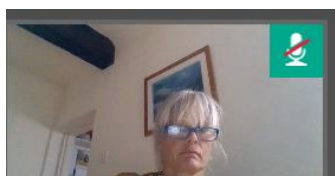


If a participant is using a mobile phone to join the call, their image is smaller and shown in “portrait” mode

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

Use of mute/turning off camera

You should ask students to mute themselves when they are not participating in order to minimise any audio interference / background noise. It is clear if a student has muted themselves as you will see a green square showing the microphone muted.



You can also mute your sound and/or turn your camera off at any time if you wish. The students will remain on the call and you will still be able to see and hear them but they will not see or hear you.