

## An update on how we can maintain clinical contact via video and other digital services at this time

We know there is an urgent demand to use video calls with patients and we are working hard to approve a Trust-preferred solution which allows the video call facility while maintaining the requirements of data security. Due to the current working environment, the Trust recognises that staff might not be able to wait until a Trust-approved software is ready and licensed. If a patient phone call will not suffice and remote face-to-face contact is required, then the Trust will allow video calls using technology at your disposal.

The Trust is currently working on implementing '**Attend Anywhere**' as the preferred solution. Once this Trust-preferred solution for clinical video calls is confirmed, we will let you know and issue full guidance and training on how to use it. In the meantime clinicians and care teams are asked to use the existing approved software in the Trust:

- Microsoft Teams
- CISCO - Webex
- Skype for Business.

If staff have no other choice then they may use other less-secure options in the short term. Once the preferred solution (Attend Anywhere) is implemented you must stop using these straight away:

- Whatsapp
- Facetime
- Duo
- Zoom
- Facebook Messenger
- Any other medium that the patient suggests that you use.

The Trust does have a policy regarding Clinical video calls. We urge you to follow the code of practice for video calls at all times - please see the Policy, part 8.

Other than for video calls please do not use your video call software to transfer patient data. If you need to send documents to patients or to colleagues without a secure email address, please send via an e-mail with [secure] in the subject to add the appropriate encryption security. Please use the NHS Digital guidance for secure information transfer via email to help. Please contact the Data Security & Protection Team for advice and alternative methods for sending information securely, as well as advice about other video call options.

We understand how easy to use some of the free off-the-shelf products are. But in many cases there is a hidden cost and this is that our data, and the patient data, that the product captures without our knowledge, can be used for other purposes and more importantly without our consent.

The Trust follows a Data Security Impact Assessment process to review different technology to see if it meets required standards and to understand risks with respect to confidentiality and

security. Under normal circumstances other less-secure video call software would not be approved for clinical use. In the current COVID-19 emergency there has been a clear statement from the [Information Commissioner's Office](#) (which is responsible for Data Protection Act compliance) and [NHS Digital and NHS X](#) that technology should not be a barrier to providing patient care. Trusts and staff should be empowered to make their own decisions around the use of different technology, such as video calls, to provide the level of care that is deemed appropriate based on the level of risk identified. Importantly, this still needs to be a risk-based approach although the law still applies, as does our duty for confidentiality.



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