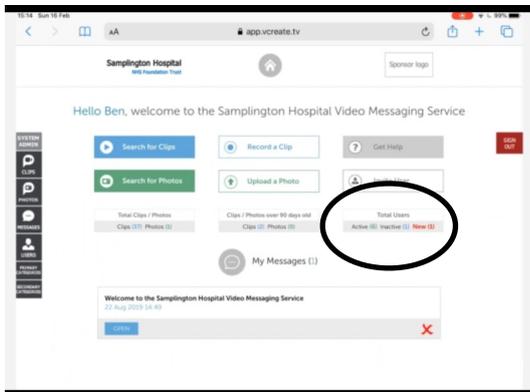


# VCreate “How to” User Guide for Critical Care

## Step 1: Invite user to register (< 2 minutes)

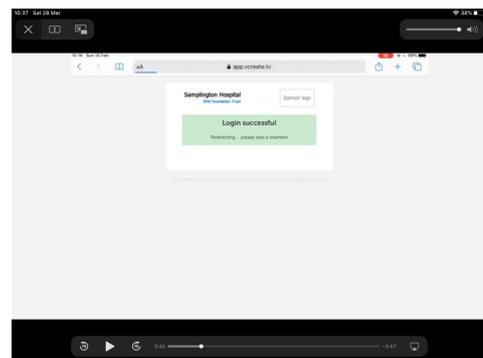
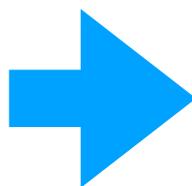
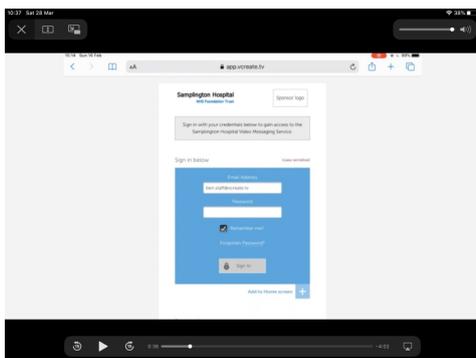


- Log-in at [www.vcreate.tv/unit/262](http://www.vcreate.tv/unit/262)
- Select “Invite User”
- Insert the details of NOK: name, email, phone number. In “identifier” field put “Patient surname, CHI”.
- Tick “email” and “sms”
- Now select “Invite User” button

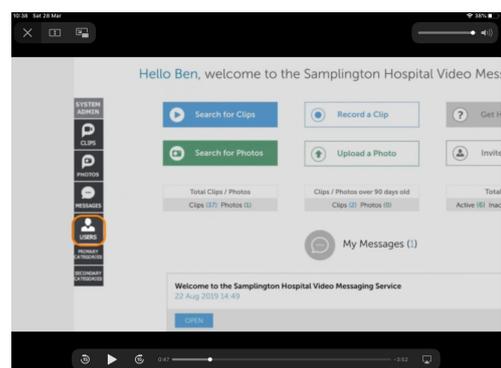
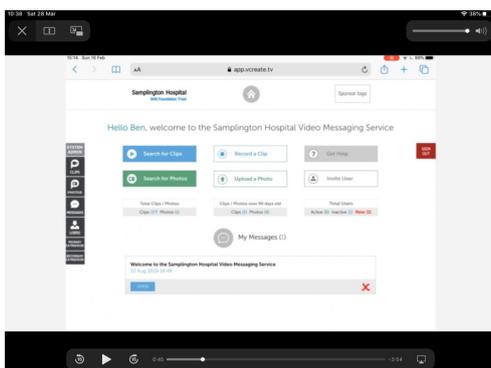
*The NOK will now receive an invitation to register. When they register they will consent to receive messages from the clinical team.*

## Step 2: Activate family / NOK account (< 2 minutes) This must be done on a desktop PC linked to a printer

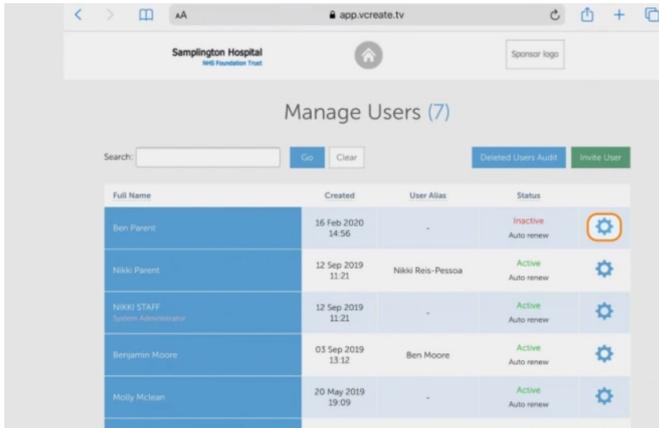
- Use the unit’s unique URL is: [www.vcreate.tv/unit/262](http://www.vcreate.tv/unit/262) and password (same as for iPad login)



- Select ‘users’ from the admin panel on the left hand side



### c. Activating NOK account and printing their QR code

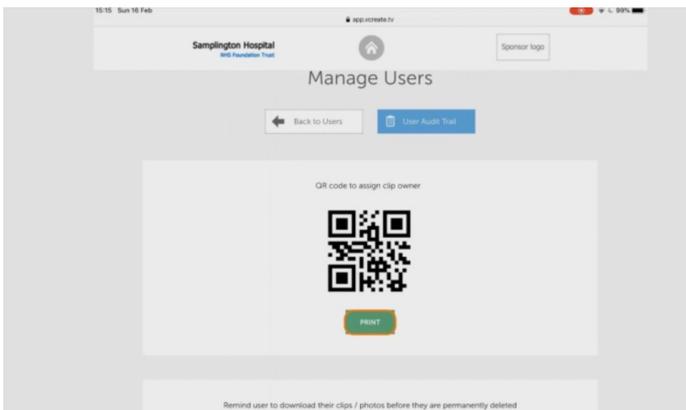


In the “Manage Users” screen select the account to activate

Check the details match those in the patient case record

Select the tool symbol and activate the account.

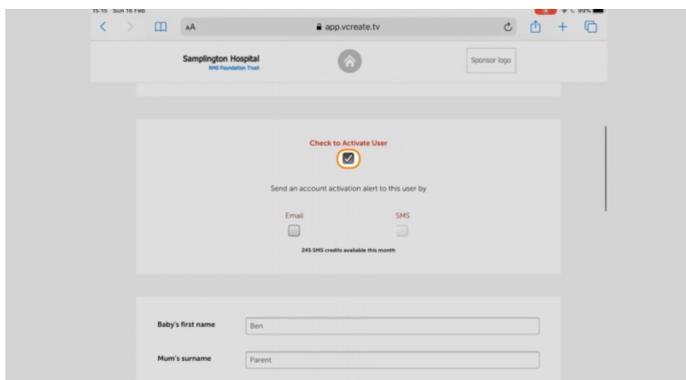
A QR code will be generated



Tap ‘Print’ below the QR code symbol. Print it on A4 sheet.

Attach a patient sticker to the printed QR code immediately

The printed sheet with the QR code, NOK details and patient sticker will be used to confirm patient and NOK every-time we send a message.



Now check “Activate User” and check “email” and “sms”.

Finally, press “Update User” at the bottom of page.

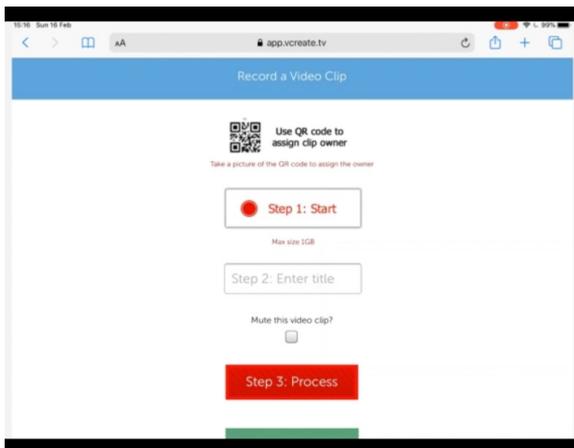
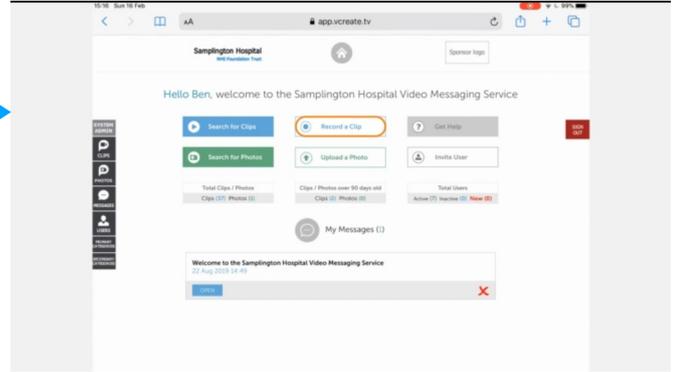
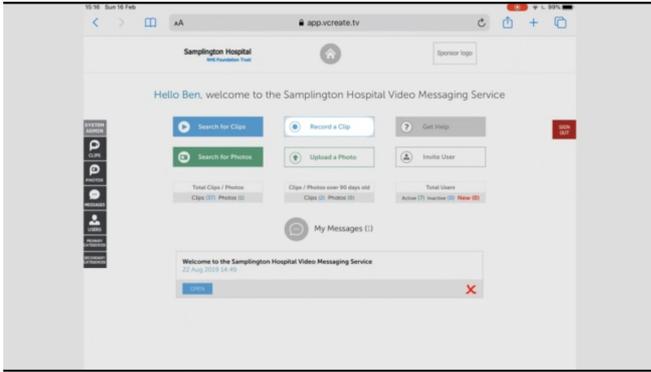
The user (NOK) is now active and receives and email/sms to let them know.

You can see the new active use in the “Manage Users” page.

### Step 3: Making and sending a video (< 5 minutes)

a. Go to vCreate on the iPad (using the icon on home screen, or URL [www.vcreate.tv/unit/262](http://www.vcreate.tv/unit/262))

b. Select “Record a clip”



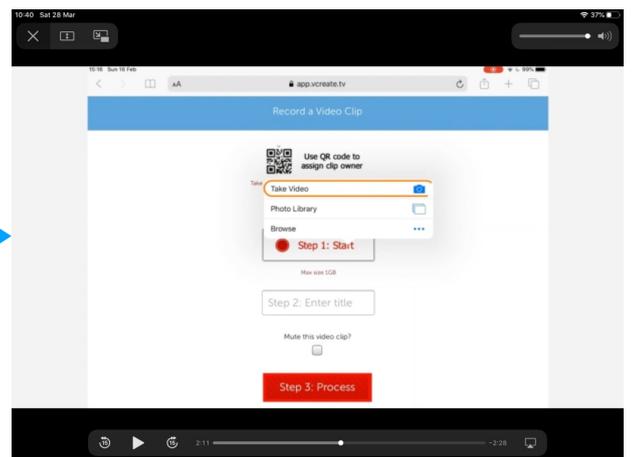
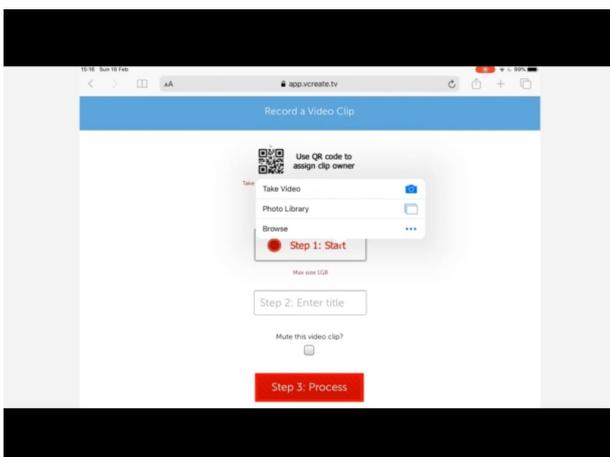
c. Select “Step 1” and tap “use QR code” (this opens the iPad camera)

Take a photo of the patient/NOK QR code (printed previously). Tap 'use photo'.

Once the QR code is scanned the NOK details will appear in green. Check these are correct against the details on the printed sheet

d. Record your video message:

Select “Step 1 Start” and choose “take video”



Tap Now tap 'record video' to take your video message. The video will start recording directly from the iPad camera. Refer to the guidance for video content if you are not sure what to film.

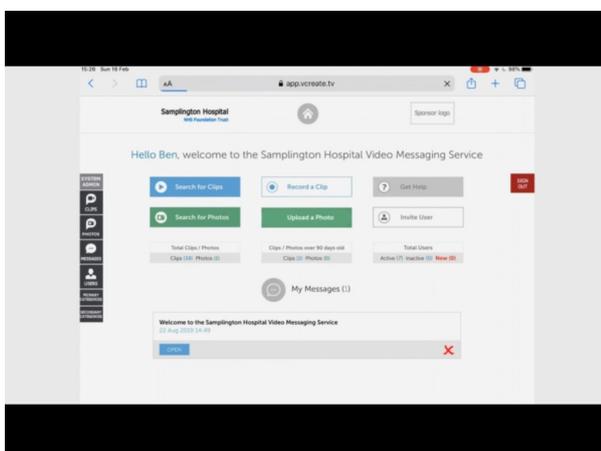
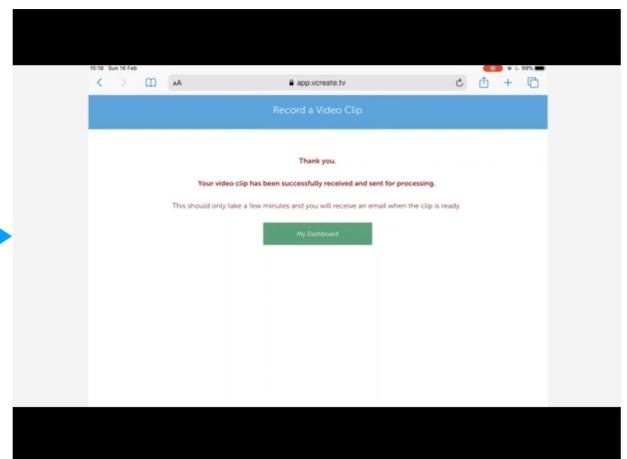
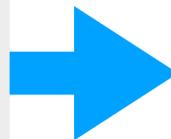
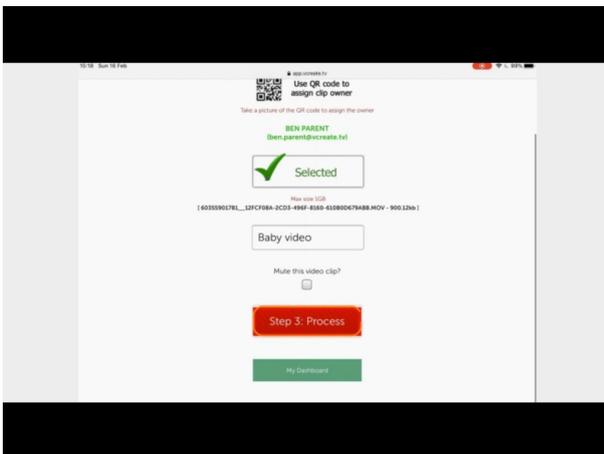


Once you have made your video it will appear as preview which you can play.

If you are happy, tap 'use video'.

### e. Upload: Press "step 3 Process".

You will receive a confirmation message. The video has been sent to the cloud for processing (this takes about 1 minute)

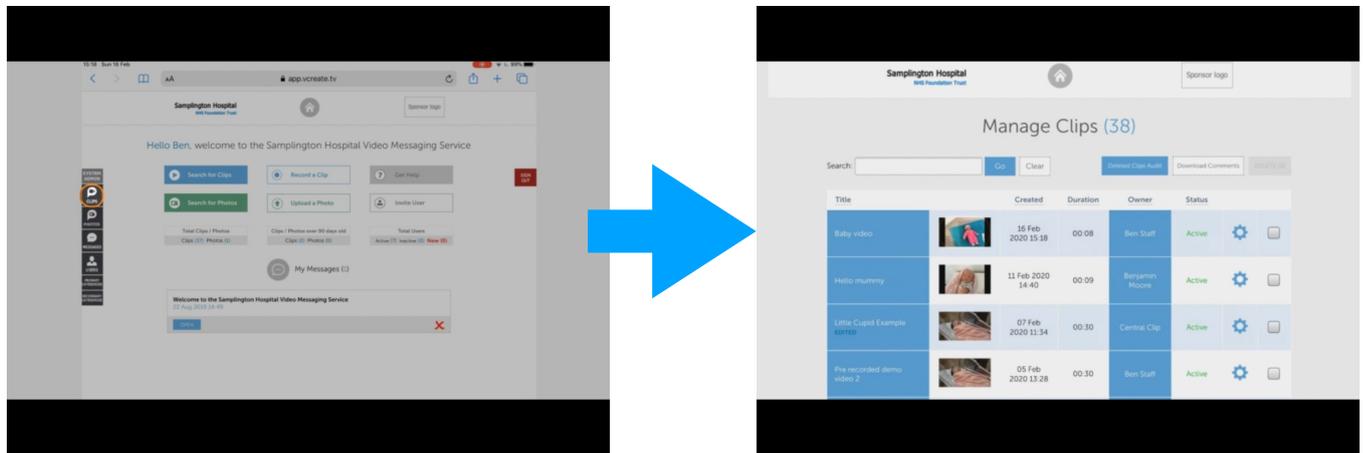


Note: If you want to send a photo instead of a video

tap 'upload photo' and follow the same process.

## f. Assign the video clip to the NOK for the patient:

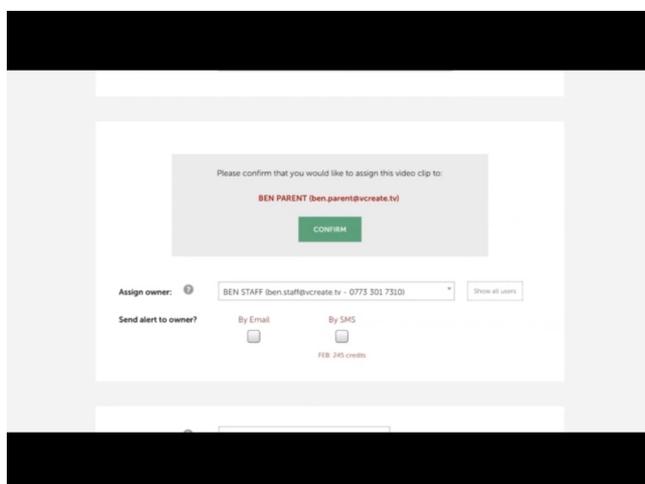
Tap 'clips' in the admin panel, left hand side of Home screen



Tap the thumbnail image of the video clip you wish to assign to the account (usually top of the list)

**Watch your message to make sure it's suitable. Check for confidentiality issues (see guidance at end of the document)**

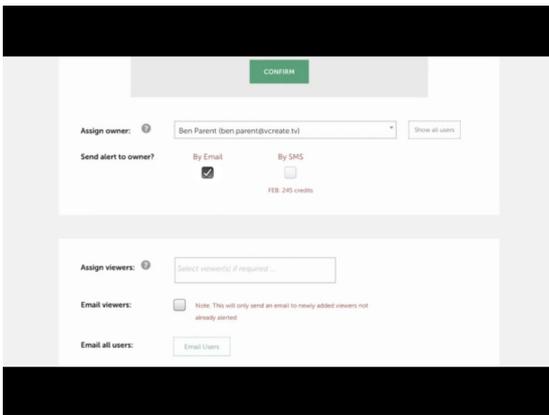
- Make sure there are no other patients, staff or visitors in clip
- Don't forget to check in the background
- Use your professional judgement
- **Always** sense check the video with a colleague
- If you are not sure, don't send it.



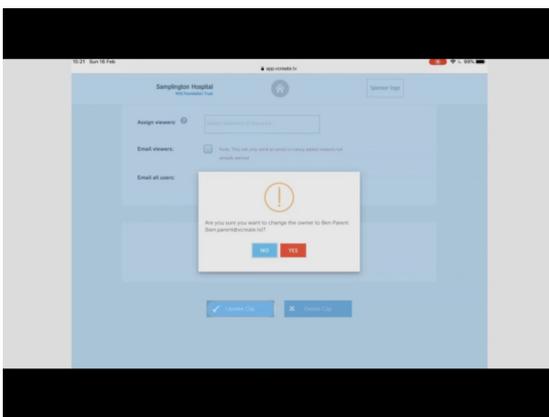
Tap the 'back to admin' button  
Scroll down until you see the 'confirm' button

**Check that the NOK details displayed are correct** (check printed sheet with QR code, NOK and patient details)

Tap 'confirm' to automatically select the account



Check the boxes 'by email' and 'by SMS' to notify the NOK they have a new message



Tap 'update clip' and confirm you want to assign this video to the account

The NOK will now receive an email and SMS and can now login to view the video or photo on any device.

**Photos can be shared in the same way:**

To share a photo go to home screen, select 'photo' from the admin panel on the left hand side of the screen. Use the same process to assign the photo to an account

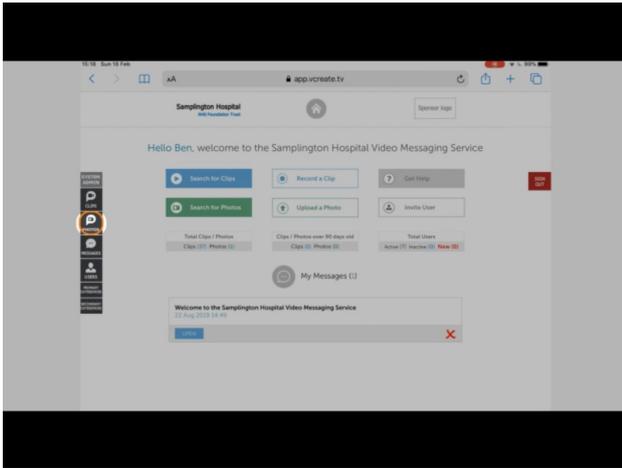
Photos do not need processed, they can be assigned without waiting for processing :-)

#### **Step 4: Viewing comments**

Recipients of your video can write a comment after viewing it. You can see comments by clicking "Clips" on the Home screen, selecting the appropriate clip and scrolling down.

#### **Step 5: Deleting a video or withdrawing it, and deleting recipients.**

If you need to delete a video, or remove it from a recipient, just select it from "clips" and click the settings "cog", you can then change the user back to "admin", or delete the cli



## FOR MORE HELP:

[Tap 'get help' on the VCreate dashboard to access detailed training videos](#)

[Ask a VCreate champion or experienced user for help.](#)

## Guidance on safe use of the vCreate video service:

Follow these key principles with all videos:

- 1) Use the same good professional judgement that you apply to all communication with patient families.
- 2) Share general progress updates, rather than detailed clinical information. For critical information a phone call may be more appropriate.
- 3) Ask families what information they would like you to send in the videos.
- 4) Consider how you would feel as a patient or as a relative receiving the message, what would you want to hear and see?
- 5) It may often not be appropriate to film the patient. Instead film yourself, families will appreciate seeing you and your personal message.
- 6) Ask yourself "*would this be ok if the recipient posted it on social media*"?
- 7) Always ask a colleague to review the video before it is assigned to a recipient
- 8) Be careful to maintain the confidentiality, privacy, and dignity of all other patients and staff when making videos.
- 9) If you're not sure if something is appropriate, don't send it.

**Examples of use of the vCreate service (we will aim to create videos examples of these):**

- 1) Nurse or doctor recording short message to introduce themselves, explain what they are going to do / have done for patient that day.

*"Hello, it's Catriona here, I'm one of the doctors in critical care. I've been looking after Robert today, helping to make sure he is comfortable, and we are giving him the treatment he needs. He's been stable through the day, we're hoping that will continue. I wanted to let you know that all the team here are doing their best for him and passing on your love".*

- 2) Nurse or doctor giving update and video of improving patient, e.g.

*Hi its Laura here, I'm looking after Margaret today. As you can see she is doing really well, and has come off the ventilator. She's feeling quite tired and sleepy still, but wanted to send her love. We're helping her with her physio later on. Just wanted to let you know we were thinking of you too, we know it's tough when you can't be here".*

- 2) End of life care:

*The neonatal vcreate system has been used for families, to record videos and photographs at the end of life. Families have universally appreciated these as an important part of their memory making.*

*Using guidance from photographers trained in this form of photography (Remember My Baby) staff may be able to make these sensitively and compassionately, **with prior consent of families.***