

Person Centred Virtual Visiting

Skype user guide for staff making a call on a patient's device

Who is it for?

This guide is for NHS Staff who will be assisting Patients to make video calls using Skype, on the patient's own device.

About this guide

Skype works on a variety of devices. The correct version for the particular device being used must be downloaded.

What does it do?

Skype is a communication tools for making calls, including video calls. Multiple people can be connected in one call.

Setting up for the first time

To make or receive a call using Skype, you must be **logged in to the Skype app**. If you need help to install the Skype app, please refer to the separate guide: **'Skype guide for relatives receiving a call, setting up for the first time'**. Please note all guides can be found on the Patient Centred Virtual Visiting webpage, available at: <https://www.nhsggc.org.uk/patients-and-visitors/person-centred-visiting/person-centred-virtual-visiting/>

How to make a call

Tap the Skype icon  on your device

Finding the person you want to call: Search for the patients' family contact in search box  at the top left hand side of the screen. This can be their Skype name, name, phone number or email address.

Please note that you will only find their phone number or email address if the patient's family contact has added it to their profile, (please see Receiving a Skype Call Guide, **part 3 finding your Skype name** to edit your profile information)

There should be a green dot on the profile picture or initials circle of the person you are about to call.

To make a video call tap the video camera icon  on the top right hand side of the screen.

To make a group call, tap the screen and near the red button there are 3 dots ...,

tap the dots and tap the add people icon  select another contact and then tap call.

How to end a call

Tap the screen and press the red button at the bottom of the screen.

Please remember to delete relative contact details as soon as the call is ended.

Important points

We advise relatives **not to send in photos or videos using Skype**, as this would then be subject to Skype's terms and conditions (<https://www.skype.com/en/legal/>). If relatives choose to do so, **this is at their own risk**.

Please note Skype-to-Skype calls are free but that **sending messages or calling out with Skype are chargeable**.

Troubleshooting

To see how Skype works on an iPad:

<https://www.youtube.com/watch?v=Vn1ITWHfO4g>

If you need further support with the use of this app, then please send your query to: Library.Network@ggc.scot.nhs.uk