

## Skype Guide for NHS staff using a patients 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](mailto:Library.Network@ggc.scot.nhs.uk)