

## COVID-19 Information for midwives: 12 August 2020

### How to conduct telephone and video consultations

**Phone or video consultations can be used to minimise physical contact time when necessary during the COVID-19 pandemic response.**

Midwives protect women's rights to privacy, so ensuring security and confidentiality during remote consultations is essential.

When consulting with a woman by phone or video consider:

- Asking open-ended questions
- Use all your active listening skills
- Use follow-up questions to gain as much information as possible
- Enable women enough time to consider and answer your questions
- Enable enough time for women to ask you any questions, be clear with your answers
- Video consultations will enable you to assess the woman's demeanour, note any changes since your last contact, assess her emotional state, and also her interaction with the baby
- In times of additional stress and uncertainty be more aware of the added pressures for women. For example, consider additional family violence screening wherever possible.
- Be aware of health literacy aspects for women, especially if English is not their first language
- Document all your discussions, actions and care plans in the woman's health care records as soon as possible after the consultation has finished

### Support

- If you have any concerns about your phone/video assessment, consider consulting with a practice colleague/back up, a mentor, hospital colleagues/midwifery manager, or the local College/DHB liaison midwife, for advice and to talk through options.
- The midwifery advisors at the College are also available by phone or email.

## Getting started with video consultations

Choose a video platform to use for your consultations



If you already use a video option, continue to use this.  
Suggested options for new users are below.

1. Zoom

2. Skype

3. WhatsApp

4. Messenger

5. Doxy

**1. Zoom** – Free and easy to use. As a host you can organise a time for a consultation with your client, send a link (url) to enable them to join you, and at the designated time, log into your account and open the session – on your phone or computer <https://zoom.us/>

**2. Skype** – Free and easy to use. Video chat and voice calls between computers, tablets and mobile devices. Full screen video <https://www.skype.com/en/>

**3. WhatsApp** – Free and easy to use. Uses internet connections. Android and iPhone computer options but no iPad options. Text messages and video calls <https://www.whatsapp.com/>

**4. Messenger** – Free and easy to use. Can be used for instant messages and videos. It is a separate app to Facebook but a user profile can be set using a Facebook account or telephone number. Phone or computer. App download <https://www.messenger.com/>

**5. Doxy** – Free for calls and video calls and easy to use – there are upgrade options. Doxy.me will automatically keep track of the date, time, and duration of every session <https://doxy.me/>

If technical support is required for video consultations  
phone MMPO (03) 377 2485 - option 2 for IT help