Phone Appointment

1. Phone Appointment

2. Use clinical judgement to decide if dysphagia assessment is required

3. E.g. Phone advice with assessment at a later date

4. Clinically appropriate for swallowing assessment
   - Able to be positioned adequately in front of camera
   - Adequately alert to participate
   - Any cultural/linguistic factors to be considered e.g. interpreter or family member
   - Attention, concentration and cognition

5. Is a video appointment appropriate?
   Consider whether the benefit of face-to-face contact outweighs the risk of transmission AND/OR the service user’s suitability for a telehealth assessment

6. Appropriate device with webcam/microphone
   - Internet access
     - sufficient 4G data allowance
     - Wifi/ethernet connection
   - Considerations made about confidential space
   - Ability of service user to click on link to join call
   - Appropriate web browser for video software
   - Consent

7. Is the appropriate technology available for a video appointment?

8. Face-to-face (also referred to as ‘in-person’) assessment with appropriate PPE

9. Is there someone to assist (healthcare worker/partner/carer)?

10. Preparation for assistant completed?

11. Confident that assistant knows the process and agrees to it

12. Send out:
   - Thickener and instructions if required
   - Appointment letter
   - Appropriate training for helper/assistant
   - Patient leaflet
   - Emergency procedures

13. Conduct remote video Dysphagia assessment
   Consider risks before, during and after assessment

14. Technology required
   - Process for joining the call
   - Positioning of patient, device and camera angles
   - Emergency Procedures for choking/aspiration
   - Equipment needed
   - Thickening instructions
   - Process of assessment and their role
   - Consider training according to Eating, Drinking and swallowing Competency Framework