



# The CO2 study: Carbon Dioxide Insufflation and Brain Protection During Open Heart Surgery

## Frequently asked questions about video calls

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**Before the call**

❖ **Can I make a video call instead of my local research team calling me?**

No, because the call is confidential, your local research team will call you instead of you calling them to be certain they are contacting the correct person. If you need to contact your local research team to discuss anything, please call them using the contact details your local research team have given you.

❖ **I can't find details of the video call, what should I do?**

Please contact your local research team as soon as possible using the contact details on the last page of your Patient Information Leaflet or using the contact details card. They will be able to give you the details of the call.

❖ **Will I get charged for having a video call?**

No, you should not be charged to receive the call if you are using a computer or laptop. If you use a smart phone or tablet to take the video call that is not connected to a Wi-Fi connection and use the data included in your package, it is important to check you will have enough data available to cover the call so you are not charged.

If you do not have a contract which includes data for your smart phone, and it is not connected to a Wi-Fi connection you could be charged to receive a video call.

Please speak to your local research team about what options you have to take the call.

❖ **I want to change the day or time of the call, what should I do?**

If you are no longer able to make the time or day that you have agreed with your local research team, you should contact them as soon as possible, using the local contact details you have been given.

Your local research team should rearrange the call to a time that you can both do.



### ❖ **Can I wear headphones for the call?**

Yes, however, for one of the tests you will be asked to lie down on a sofa or bed and lift your legs. Unless you have wireless headphones, you will have to take your headphones off and unplug them from the computer so you can hear your local research team member count down as you lift your legs.

### ❖ **Can I have someone present for the call?**

Yes, you can have someone with you for the call. For one of the tests you will need to have someone touch your face, arms, and legs so that the local research team can check how you feel their touch.

It is important that if you have someone with you for the call, they do not help you answer any questions or complete any tests, as this will affect the results of the tests.

### ❖ **Where should I take the call?**

The call should be taken in a quiet room with a good internet connection so that the call is not disrupted by bad signal.

You can check your Wi-Fi signal on your computer by clicking on the symbol.



If you are using a Windows computer (PC) the symbol is in the bottom right corner of screen. If you are using an Apple computer (Mac), it is in the top right corner.

### ❖ **How should I have my computer camera set up?**

You will need to have the computer's camera positioned so the person calling you can see all of your face.

For one of the tests you will also need to have space to move back from the computer to demonstrate the arm or leg lift. It is important that you always have the camera facing you so the member of the local research team can score your tests correctly.



You will also need to have space in front of you to write and draw in the assessment pack when asked to by the person calling you.

There are a few tests where you will need to show your completed test to the camera so the person calling you can see and score that item of the test. The person calling you will tell you when to do this.

❖ **Will the call be recorded?**

No, the call will not be recorded. The person calling you will score the assessments as they see you complete them and will ask you to send your completed participant assessment pack back to your local research team after the call has finished to make sure they have correctly scored the tests where you have written or drawn.

**During the call**

❖ **How do I start the video call?**

This will depend on the video call system your local research team are using to make the video call. For most platforms you will 'dial in' to the call using a link you are emailed before the call, but please check with your local research team if you are unsure of anything.

The person calling you will then start the call on their computer. If you join the call before they are ready, you may have to wait in a virtual waiting room until they join the call.

❖ **It says that I need to download software, is that ok?**

It is possible, depending on the video call system your hospital uses, that you may need to download an 'app' or some software to have the call. This will not cost you anything to do and you can remove the software after you have finished the call if you will not be using the video call system again.

❖ **The video call system is asking my permission to use my camera and microphone, should I allow it?**



Yes, if this is the first time you are using the video call system it may ask your permission to access your camera and microphone. You will need to allow access to your camera and microphone so that the person calling you can see and hear you, as they will need to see and hear you to complete the tests.

If you do not want to keep the video call system on your computer after the call has finished, you can remove it.

#### ❖ **I can't see the person calling me**

Ask the person calling you if they have their camera turned on.

#### ❖ **The person calling me can't see me**

If the person calling you can't see you, there could be something covering your computer's camera, the video call may have connected without video or your computer camera is turned off.

You should check that there is nothing actually covering your camera on your computer.

If you can see a symbol like this, with a line through the camera, the video call system started the call without your video and the person calling you cannot see you. You can press this symbol and it will let you turn your camera on.



You can check your computer's camera settings by typing 'Privacy' into your computers search bar (if you have a Windows computer) or system preference (if you have an Apple computer).

In the window that opens, there should be 'App permissions', click on 'Camera' and make sure 'Allow apps to access your camera' is ON.

You can select specific apps to allow access to your camera.



#### ❖ **I can't hear the person calling me**

Ask the person calling you if they have their microphone turned on and to reply by nodding or shaking their head, so that you can see.

The video call system being used may have a 'chat' function on the system where you can type a message to the person calling you. Symbols for chat functions may look like;



If person calling you has their microphone turned on, you should make sure you don't have the sound on your computer turned down or off.

- You can check by clicking on the speaker symbol in the bottom right of the screen which will tell you how loud your speakers are: 
- If your computer speakers are muted the speaker symbol will have a X next to it: 

To unmute your speakers, click on the symbol in the bottom right of your screen and click again on the speaker or the volume line.

You can find more information about the sound on your computer by typing 'Sound' into your computer's search bar (if you have a Windows computer) or system preference (if you have an Apple computer).

If you are using headphones to take the call and cannot hear the member of the local research team, you may want to check that your headphones are plugged in or if they are wireless that they are connected to the computer.

### ❖ **The person calling me can't hear me**

If the person calling you can't hear you, the video call system may have connected without turning your audio on or your computer microphone could be turned off.

If you can see a symbol like this, with a line through the microphone, your computer microphone is muted and the person calling you cannot hear you. You can press this symbol and it will let you turn your microphone on.





You can check your computer's microphone settings by typing '*Privacy*' into the search bar (if you have a Windows computer) or system preference (if you have an Apple computer).

In the window that opens, there should be '*App permissions*', click on '*Microphone*' and make sure '*Allow apps to access your microphone*' is ON.

You can select specific apps to allow access to your microphone.

### **After the call**

#### **❖ How do I end the call?**

This will depend on the video call system your local research team are using. Usually, after the call has finished it will end and the system will tell you.

#### **❖ Can I return of my completed participant assessment pack by email?**

Yes, you can scan and email a copy to your local research team. Or, you can return your complete assessment pack by post, using the pre-paid envelope that was sent to you with the assessment pack, or. Or both.

We would prefer that copies of the participant assessment pack are made using a scanner rather than a photo to make sure these are as accurate as possible.

You can email these to your local research team using the email address on the contact details you have been given.