

SUMMARY. As part of pre-procedural assessment, we have a duty to inform and ensure patients understand the proposed treatment, the risks and benefits. Patient feedback informed us that our previous single-episode consultation required improvement. In addition the onset of the pandemic required us to minimise in-person attendances at our hospitals for reasons of infection control.

In response, we designed and delivered a novel, pragmatic, digital and holistic pathway for pre-operative shared decision making and consent for electrophysiology & device procedures at the Royal Brompton Hospital. The pathway utilised:

- Procedure specific animated videos
- An electronic (procedure specific) consent form (Microsoft Power Automate)
- Video consultations for pre-assessment via the Attend Anywhere (AA) platform

Our pathway has:

- Empowered patients to be more effective decision-makers about their own care
- Improved patient experience
- Reduced hospital contacts and infection risk
- Reduced the use of paper, postage and travel
- Supported our clinical and administration teams to work remotely

Facilitated training of nursing students remotely utilising both electronic consent forms and video consultations to reduce the need for in-person attendances at our hospitals for reasons of infection control.