

Things to consider when delivering Virtual Reality for Healthcare

Flix VR Guidance



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" Flix VR are a joy to work with. They have the skills and experience to approach all our filming needs in a sensitive and professional way, making even the most shy amongst us shine on camera."

Dallas Pound – CEO of Royal Trinity Hospice

HELLO!

We are pleased to have you on board

For over 10 years we've been creating traditional films, challenging the imagination and exploring the realities of life. It is important to us that the experience of making a film with Flix is as rewarding as the experience of watching one.

In 2016, we gave a 360° Virtual Reality (VR) experience that opened our eyes to a world of life enhancing possibilities and so our VR adventure began. From 360° interactive training to captivating virtual tours and life changing bucket list experiences, we feel proud to be part of the evolution of VR and we're thrilled that you are also on this journey with us.

The VR industry hasn't always seemed very user friendly, but we are striving to make it accessible to all.



Guidance 1

Delivering your experience **safely**

The aim of this guidance is to instil confidence in your ability to safely deliver VR experiences. The guidelines are based on our years of extensive VR service delivery and our clinical study undertaken in partnership with Royal Trinity Hospice.

Any member of staff may provide a patient with a Virtual Reality (VR) experience using the following guidance. Injury or patient discomfort can be avoided by observing these guidelines while using the headset:

General Advice

1. Make sure you are confident using the VR headset and are familiar with how to access the experiences via the library. Safe use of the equipment is really important.
2. Ensure the surrounding environment is safe and there is plenty of room around the patient.
3. Do not use the headset if any cables are damaged or any wires exposed.
4. Be aware that patients may need time to adjust to their virtual surroundings. Gradually build up usage time to suit the patient's comfort.
5. Make sure the headset is level and secured comfortably on the patient's head, and that they are focused on a single, clear image.
6. Using a swivel chair will optimise the 360 experience and allow the patient to see everything around them.
7. Ensure the volume on the headset is set to low. You can always increase the volume as the experience starts.
8. Ensure you can stop the experience immediately if the patient feels any discomfort. Also check the patient know how to communicate that they would like to stop the experience.
9. Be mindful that certain types of experience may trigger strong reactions or discomfort in patients, be prepared to act accordingly.



Guidance 2

Delivering your experience **safely**

Questions to consider...

Before you offer an experience please consider the following medical questions:

- Can the patient give informed consent to have the experience? (if not, and a family member is asking you to do this please consult a doctor)
- Does the patient have any nausea, dizziness, hallucinations or other symptoms which may be made worse?
- Does the patient have restricted head and neck strength / movement? (consider how this may influence which experience they will enjoy)
- You will need to stay with them, so do you have the time?
- Are there any infection control risks from the patient using the headset and earphones? (Consider how you can make the equipment safe for use)

If you have answered Yes to any of the questions above or you have any doubts about the patient's suitability, please consult a doctor.

Disclaimer

Please be aware the guidance provided in this document is for information purposes only and is not substitute for professional medical advice. Please consult a medical professional or healthcare provider if you are seeking medical advice, diagnoses, or treatment. Flix VR / Films are not liable for injury, risks or issues associated with using or acting upon the information in this document.



Virtual Reality Experience

User information

Welcome – You are about to have a 360-degree VR experience!

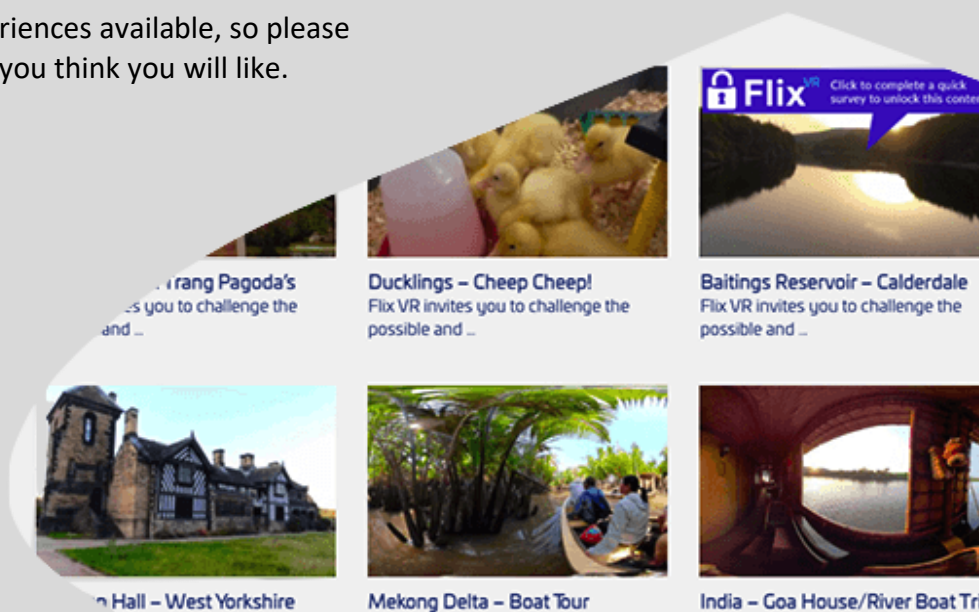
(This page is should be given to user prior to their experience commencing).

We want you to enjoy the experience as much as possible so please read the following points carefully before you agree to go ahead:

- You will need to wear a headset to be fully immersed in the experience
- If you have any head or neck problems that we are unaware of, please tell us
- You will need to remove any hearing aids
- You may keep your glasses on if it helps with focus – you may need to try with and without them
- You must remain seated / in bed during the experience – but it is 360 degrees so, if you can, do move your head around (left, right, up, down, behind you) so you don't miss anything
- If at any time you feel unwell or unsure just tell us, or you can simply remove the goggles yourself
- A member of staff will be with you at all times. Please let them know how you are feeling when you have finished
- If at any point after the experience finishes you feel unwell, or up-set please alert a member of staff

We have many different types of experiences available, so please have a look at the list and choose one you think you will like.

Enjoy your experience safely.



360° VR SERVICES

Offering a wide range of **immersive** content

Life Experiences

As immersive technology breaks physical boundaries, we have the possibility to observe our precious planet in a kind, more considered way. Enjoy and learn from an exciting world of 360° life experiences, complimenting reality, increasing inclusivity whilst remaining affordable for all.

Training

Simulated, 360° VR training is challenging the physical restrictions of traditional environments, equipping businesses with valuable cost-effective training delivering exceptional results. Employees can learn with an unrivalled depth of reality inspired by real life experiences.

Tours

Our interactive 360° tours include a myriad of exciting features, ranging from 360 video to dynamic hotspots/floor plans, all framed within a custom-built menu, complimenting your brand. All tours are optimised to be delivered across a multitude of devices ensuring ease of access for your viewer.

Testimonials

"I can't recommend Flix highly enough and their professionalism, understanding, vision and caring will stay with me always"

Dawn Chaplin

Head of End of Life and Bereavement - NHS

"FLIX really introduced us to the power of film to transform how we work, how we are funded, and how our service users engage with us"

Dr Greg Usher

CEO Metro Charity

"The film really helps to enhance and support the learning. The scenarios are clinically credible and many in the group can identify directly with the interactions. This is a very effective tool to enhance 'actual' change in practice."

Elaine Bramhall

*Therapeutic Counsellor /
Communication
Skills Trainer – NHS Foundation
Trust*