



Video Consulting - Good Clinical Practice

The clinician should determine the appropriateness of the video consultation on a case-by-case basis. Factors to consider include:

- Is the presenting condition suitable for evaluation via video conference?
- Has an adequate level of communication been established to undertake the consultation?
- Is the audio and video quality sufficient to undertake the consultation?
- Is the video consultation in the best interests of the patient?
- Has the patient consented to take part in the video consultation? While implied consent is sufficient, be aware that a patient may change their mind. Further information about consent can be found at <http://sctt.org.uk/wp-content/uploads/2016/06/Consent-for-VC-consultation-v10.pdf>

Where a consultation is being supported by a member of staff located with the patient:

- Do not ask them to operate outwith the scope of their own practice.
- Ensure that there is clarity on any agreed treatment plan and that this is adequately documented.

Privacy

- Undertake the consultation in an area that provides an appropriate level of patient confidentiality.
- Always ensure that everyone on the call is visible on screen. Never have anyone off camera.

Practicalities

- Know the process for making the call.
 - When using a video conferencing device, know the number to dial and who is dialling who.
 - When using Attend Anywhere, ensure you know how to log in and access your clinic.

- If there is an issue, for example if you are running late or there is a technical problem, have a process in place to keep your patients informed and re-arrange if necessary.

Clinical Consultation Process

- Introduce yourself to the patient and explain what is going to happen.
- Confirm that the patient can adequately see and hear you.
- Undertake the consultation.
- Agree next steps.

Record Keeping

- Record the consultation in the patient record and document any outcomes.