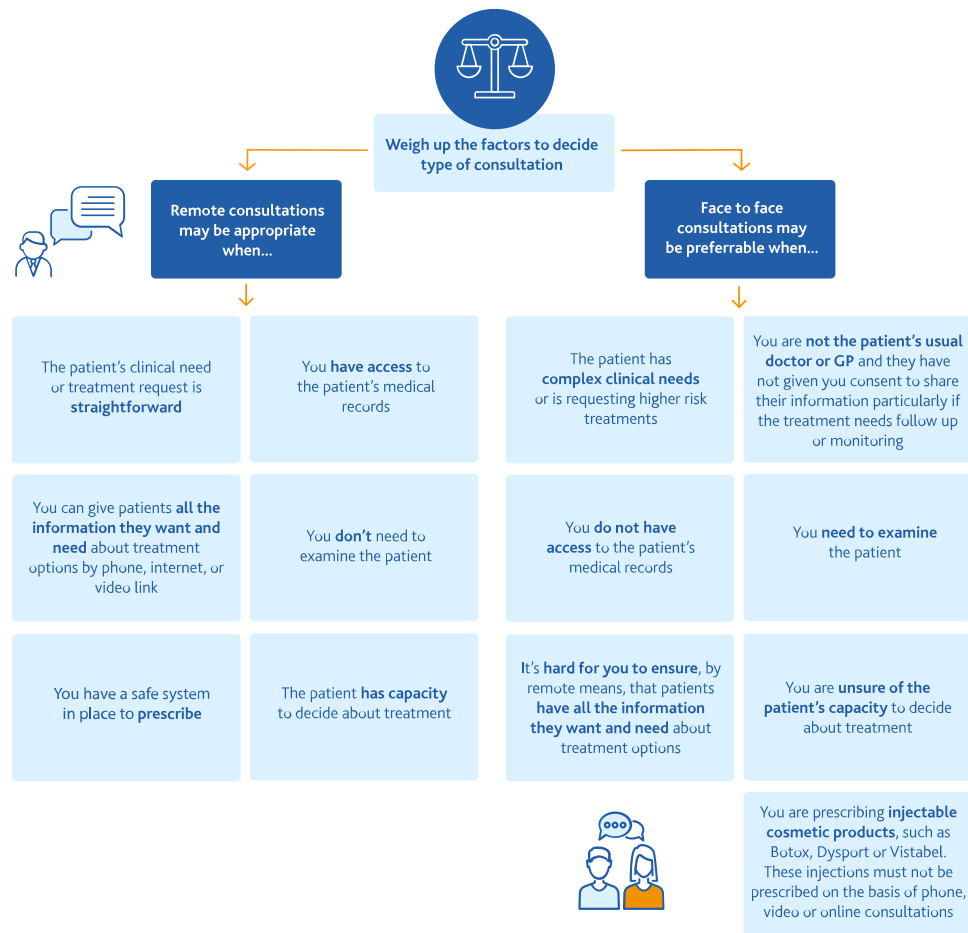


Remote working; Governance and medicolegal consideration quick reference guide.



(GMC, 2019)

Performing and documenting a remote consultation

Each point below should be considered and documented (suggestions based on [MPS webinar](#), [MDU webinar](#) and [MDU conducting remote consultations](#))

- Confirm patient identity
- Confirm they can hear
- Where they are -patient may deem appropriate but YOU MAY NOT e.g. in a car, alone or otherwise, public space etc.
- who is with them?
- Consent
- Method of consultation

Practicing with current pandemic restrictions

Additional restrictions to normal practice forces us to consider deviating from our normal best practice. Where we do this we should document:

- Reason why
- Discussion with patient AND THEIR AGREEMENT
- Any discussion with colleague as a second clinical opinion (recommended)

Face to face consultation

Need for face to face examination guided by [GMC infographic](#), balance of risks during COVID 19 pandemic and your clinical judgement.

- Are you the most appropriate person to examine? (reduce number of people examining) = is examination going to ALTER MANAGEMENT?
- Document why brought in – JUSTIFY RISK OF BREAKING SOCIAL DISTANCING
- What is safest for the patient? Consider risk of not seeing in person, risk of Patient/household having covid, patient risk of Covid 19 complications.
- PPE used – patient and staff – documenting may be useful if the patient or member of staff identified as Covid-19 case.

Receiving and storing patient images/files – [MDU receiving and storing patient images from online consultations](#)

- GMC [“making and using video and audio recordings of patients”](#) guidance applies to images.
- Consent - specific to the storage and use of image.
 - Purpose – providing medical care VS education
 - How/where it will be stored – secure medical record
 - How long it will be stored for
 - Who will be able to access it
- Capacity (consider groups who may not have capacity to consent e.g. children, cognitive impairment.)
- Those who cannot consent – seek from THOSE WHO HAVE AUTHORITY TO CONSENT ON THEIR BEHALF and must be in their BEST INTERESTS TO PROCEED
- Receiving via email - NHS.net only

Intimate image considerations

- is remote consultation appropriate for this problem?
- Is further examination likely needed anyway?
- *“A further consideration is that taking, sending and receiving intimate images of children under 18 may potentially lead to a criminal investigation. Frail patients and those lacking capacity may need assistance from others in trying to obtain an intimate photograph, and this could seriously impact their dignity and be an unreasonable burden on family or carers”.* ([MDU, 2020](#))
- Chaperones should be offered, introduced and documented as usual (RCGP). Family member is not adequate.

NHS.net email encryption

- “You must never send personal, sensitive or confidential information to a non-secure email address unless it is encrypted.” [NHS Digital 2020](#)
- To encrypt an email simply start the email subject with [secure], then compose, attach files and send the email as you would normally.
- Recipients will receive an email notification asking them to log on/register with Egress to view their message.

Useful resources / links

RCN - [Remote consultations guidance under COVID-19 restrictions](#)

RCGP / NHS [Principles of safe video consulting in General Practice during COVID-19](#)

MDU [Conducting remote consultations](#)