

DATE 19/03/2020
CLINIC All

Remote Consultations

Our guide to ensuring the best possible video/phone consultations for those working from home, abroad or in self-isolation.

What we can offer remotely

1. Expert assessment and management guidance
2. Keep your treatment programme on track to keep you focused on your recovery in a timely manner
3. Consistency and continuity of care
4. Information and education on how to manage your pain and injury most effectively. Evidence shows that education is one of the most important components of any management plan.
5. Observation and watched demonstration of exercise programmes, followed by an electronic exercise programme delivered through our integrated software to ensure you are performing correctly

Decide what format is right for you

You can choose between a video and a phone consultation

- **Video** - Provides greater visual information, greater reassurance for you and the clinician that we are doing everything correctly
- **Telephone** – security and privacy

Technical set up

- Find a place with a good internet connection
- Use a private well-lit room where you won't be disturbed
- Ideally somewhere where you can perform any exercises or movements that your clinician needs to review
- You will need a computer, tablet or smartphone (recommended choice) so you can move about to show movements at different angles, change in settings, show swelling/lumps/bumps etc

Is my information secure?

- All consultations will be carried out via a secure network
- Zoom, Skype and Microsoft Teams have all been approved as being fit for purpose
- The practice management software Pure Sports Medicine uses encrypts all sensitive data when used in our clinics. In addition, when working offsite, this practice management software requires multifactor authentication for added security.
- Our clinical and administrative staff can further encrypt our email correspondence in order to ensure any sensitive patient data is protected.
- If you feel uncomfortable to share any information via video, then we would encourage you to send this via secure email.
- The NHS has now advised all medical health consultations are able to be carried out over any platform <https://www.nhsx.nhs.uk/key-information-and-tools/information-governance-guidance>

Before the consultation

- Ensure you have an account/log in for your chosen platform
- Test the platform before hand, to ensure no consultation time is wasted
- Test your audio and video connection
- Please ensure that your web connection is secure
 - We suggest that you refrain from using a publicly available WiFi network, especially being that the conversation between the clinician and yourself maybe of a sensitive nature. If this is unavoidable, we would suggest that you use a VPN in order add a limited layer of protection.
- If you have specific questions for your clinician, write them down in a list
As online consultations are a new format for many people, it is likely that you may become distracted and forget to ask some of the questions you have been thinking of!

What to wear

- It would be of great help if you were dressed appropriately for the body part that needs to be assessed:
 - For example, shorts for lower limb issues
 - T-shirts, sports vests or sports bra's for upper limb and back
 - It's most important that you to feel comfortable in whatever outfit you choose

Connecting

- Different platforms will require different connections
Be sure to discuss which platform you use prior to your appointment (we are working on standardising this)
- Be ready to connect a few minutes before your consultation
- The clinician will always initiate the start of the consultation
- Research has shown that the first few minutes are the most tedious part of the consultation (connecting/Making sure you can both see/hear each other) so please persevere.
- Our clinicians are used to video conferencing and will be able to help talk you through any challenges. If there are any major problems, the consultation can always be rescheduled.

During the consultation

1. **Look at the screen.** Don't worry about looking to the camera, feel relaxed to make it more personal
2. **The clinician will ask for your consent to undertake this consultation at the start**
3. **If you get cut off and can't re-connect, await a phone call** (the clinician will ask for your phone number if they don't already have it)
4. **Your clinician may need to look away from the screen** – This will be to access your history or write notes etc.

Am I getting an inferior service to face-face?

- We will do everything we can with this service to ensure that all our patients feel that they are getting a valuable service comparable with any face to face consultation
- Although it may feel less personal and there are some obvious barriers to certain aspects of testing, outcomes have been shown to be similar when using a telehealth service versus face-face consultation. Interestingly, even though certain testing is limited, diagnostic error is very similar as well.
- We are confident that we are able to offer a service that is going to help you. If your problem or injury is deemed inappropriate for this service, then we will look at arranging an alternative solution such as seeing a clinician at a different clinic or a colleague elsewhere
- We are also aware that in challenging times, we are in the process of learning as well. We will send you some feedback questionnaires following your consultation and would greatly appreciate your feedback.