**Video Consultation Patient Suitability Criteria Checklist**

Patients must meet **ALL** of the below criteria in order to attend an appointment via the online platform. It is the role of the clinician to ensure that the patient is suitable to attend their next appointment via video call.

|  |  |  |  |
| --- | --- | --- | --- |
| **Clinical criteria** | Tick | **Technological criteria** | Tick |
| *Xxx service to specify their clinical criteria based on the patient cohort*  *Ie. All paediatric patients with Chronic Fatigue Syndrome currently on active FU pathways* |  | Access to a computer/laptop, smartphone or Tablet with built in OR attachable camera |  |
| The patient can hear sufficiently to undergo a video consultation |  | Access to a suitable physical location to carry out a video consultation |  |
| The patient is able to consent to attending an appointment via video consultation  (For paediatric patients, parental consent is required) |  | Access to a good internet connection via WiFi OR understand that use of non WiFi Networks (3G/4G) may incur significant data charges  *(data usage is comparable to using Facetime services)* |  |

Where the patient is clinically suitable but they cannot confirm to the clinician if they meet the required technology criteria, this type of appointment can be offered on a provisional basis and due process carried out to book them for such an appointment.

The patient is then able to inform the hospital of their suitability before they are booked in for a video call appointment, as per Diagram 1.0 (Roles and Responsibilities).

# Selecting Patients

Patients should be selected for video consultations in line with provider policies and clinical governance, which should be based on relevant guidance and updated regularly. Policies and clinical governance arrangements may vary between specialties/services.

Special consideration should be given to safeguarding concerns for vulnerable groups of patients / service users, older people, and children and to the appropriateness of this platform for delivering sensitive news / information where the patient may be isolated with no means of emotional support.

As a basic guide, consider the following questions:

1. Do you feel your patient/service user would be suitable for a video consultation?
2. Does the patient/service user require physical examination and/or additional diagnostic tests that mean a physical consultation is necessary?
3. Does the patient/service user have access to the right equipment/appropriate help to use the video consultation platform?
4. Are there clinical benefits to consulting with the patient/service user remotely – for example, infection prevention and control, lower levels of anxiety for the patient/service user, improved access to NHS services, access to an MDT when staff are not co-located (i.e. clinicians can work together and consult with the patient from different locations if staff are not all available at the same location).
5. Are there other benefits to the patient/service user from a video consultation – for example, reduced travel requirements, ability to include family or friends in the consultation who are not co-located with the patient/service user.
6. Is the patient/service user comfortable (or likely to be comfortable) with the concept of a video consultation?

The video consultation platform can be applied to the following (subject to provider/system policies and clinical governance):

* Outpatient appointments (elective or non-elective)
  + The remote review of high-risk patients who would otherwise be seen in an outpatient setting e.g. patients with respiratory illness, multiple co-morbidities, chronic disease or who may be immunosuppressed.
* Inpatient assessment
  + To enable staff quarantined due to exposure but who are fit to continue working to contribute to response teams.
* Step down / follow up care
  + The remote review of patients who have been clinically assessed as suitable for step down care to support their management in a home environment, and hence reduce bed occupancy.
  + Community care and mental health appointments that can be provided remotely.