

Video Consultation (VC) - Top Tips for Admin

- It is recommended a separate clinic and doctor code is created for virtual clinics. The format of the clinic code should end in 'VC', e.g. GASTCONVC
- It is recommended a separate waiting list code is created for virtual clinics
- Record patient VC appointments on PAS under VCN (new patients) or VCF (follow-up patients) appointment type.
- Send the patient a test email to ensure you have the correct details. The email address must be verified prior to booking an appointment by sending a test email to which the patient should reply.
- An appointment letter must be sent to the patient with date and time of appointment together with instructions of how to use the system. Sending the letter via email is recommended.
- Email addresses should be stored on the Patient Administration System (PAS) or equivalent admin system.
- Please be aware the clinician may still require patient notes.
- Clinicians may choose to hold the consultation outside of a clinic room, i.e. office. Patient notes/outcome sheets will therefore need to be made available to and collected from this location.
- The clinician will still need to be provided with a clinic outcome sheet and will need to state whether the patient requires face to face or virtual follow up.
- Follow-up appointments may be virtual or face to face - this should be made clear on the outcome sheet. If this isn't the case then please check with the Clinician.
- Ensure the patient outcome is recorded on the booking system and that any follow up appointment is booked on the correct clinic as per the patients stated preference.
- Virtual appointments should be outcomed using PAS Attendance Code: ATTC (webcam).
- Generic Dept email addresses will need to be monitored and contact phone numbers manned particularly at the time the virtual consultation is taking place in case the patient has any queries.
- You need to decide whether the clinic is included in the text and voice reminder service. If so you will need to request this in the usual way, ensuring it is clear that this is a virtual clinic (the wording of the text message will differ).
- It is recommended that virtual clinics are completed using PPM+ rather than using the paper notes, however some clinicians may still require notes and they will be need to be made available as per usual process.