



Weigh up the factors to decide type of consultation

Remote consultations may be appropriate when...

Face to face consultations may be preferable when...

The patient's clinical need or treatment request is **straightforward**

You **have access** to the patient's medical records

The patient has **complex clinical needs** or is requesting higher risk treatments

You are **not the patient's usual doctor or GP** and they have not given you consent to share their information particularly if the treatment needs follow up or monitoring

You can give patients **all the information they want and need** about treatment options by phone, internet, or video link

You **don't** need to examine the patient

You **do not have access** to the patient's medical records

You **need to examine** the patient

You have a safe system in place to **prescribe**

The patient **has capacity** to decide about treatment

It's **hard for you to ensure**, by remote means, that patients **have all the information they want and need** about treatment options

You are **unsure of the patient's capacity** to decide about treatment



You are prescribing **injectable cosmetic products**, such as Botox, Dysport or Vistabel. These injections must not be prescribed on the basis of phone, video or online consultations