Weigh up the factors to decide type of consultation

Remote consultations may be appropriate when...
- The patient’s clinical need or treatment request is straightforward
- You can give patients all the information they want and need about treatment options by phone, internet, or video link
- You have a safe system in place to prescribe

Face to face consultations may be preferrable when...
- 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 need to examine the patient

- You have access to the patient’s medical records
- You don’t need to examine the patient
- You do not have access to the patient’s medical records
- You are unsure of the patient’s 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 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.