

## COVID-19

# How to decide if face-to-face consultations are appropriate

Correct as of 4 June 2020

A new patient makes contact or is referred to your service

An existing patient requires a follow-up

#### **Triage remotely to include:**

Covid screening; clinical triage; patient preference discussion; virtual-first considerations.<sup>(1)</sup>

Serious pathology is suspected or acute deterioration of a chronic LTC, requiring hospital admission or urgent medical review. Clinical picture is unclear from remote screening: Existing condition, nonurgent condition. No serious pathology suspected/ stable chronic LTC/planned elective surgery rehab/new onset condition. Recent hospital discharge/at risk of presenting to A&E or GP/at risk of requiring a new or increased social care package/patient is a carer.

Yes

Refer, via emergency / urgent pathways to acute NHS services

suspected

Can the patient's needs, treatment and/or follow-up be met by safety-netting<sup>(2)</sup> or virtual consultation, including by support from carers or family?

Serious pathology Serious path

Serious pathology **not suspected** 

Undertake shared decision making and seek consent with your patient to offer a face to face appointment.

If everything is in place, deliver a face-to-face consultation. Ensure you follow current PHE<sup>(3)</sup> and government guidance for your country. Ensure a formal review is planned.

Document your treatment as normal.

Deliver advice, intervention and self-management by virtual means. Ensure formal review and document your treatment as normal.

# No

Read our guidance for private practices on face-to-face consultations<sup>(1)</sup> and put appropriate measures in place before continuing.

### Can you

- meet the clinical need,
- justify patient preferences and,
- evaluate patient capacity to engage, in order to deliver the physiotherapy intervention via remote means?

No

Yes

### References

- 1. https://www.csp.org.uk/news/coronavirus/clinical-guidance/face-face-or-remote-consultations/guidance-england
- 2. https://www.sciencedirect.com/science/article/pii/S2468781220303131
- 3. https://www.gov.uk/government/publications/wuhan-novel-coronavirus-infection-prevention-and-control