

## Guidance for student doctors on taking part in remote consultations

New ways of working during 2020-21 have resulted in a significant amount of healthcare contacts occurring remotely via telephone or video consultations. There is a lot for our student doctors to learn from these experiences. We hope to support you to develop confidence in these types of consultations to ensure that you are prepared for your future practice as doctors.

### Top tips for being a student involved in a remote consultation

1. Ensure that the device and internet connection you are using is secure and private.
2. Ensure that you are in a quiet private room where you will not be overheard or interrupted.
3. Use headphones if possible
4. Dress professionally as you would for face to face clinical encounters
5. Use neutral or professional backgrounds; digital backgrounds may help you to achieve this.
6. Never record any part of a remote consultation or clinical encounter
7. Never disclose or discuss patient identifiable data on social media or through a third party eg WhatsApp
8. Ensure that any personal notes you make do not include any patient identifiable data
9. If you have any concerns about the handling of patient identifiable data, please ensure that you raise your concerns in a confidential manner to your supervisor and using a "Sharing Concerns" form.
10. Ensure that patients have consented to your involvement and are fully informed about your role and presence.
11. Do not engage in intimate clinical history or examination during a remote consultation.
12. Discuss any concerns or clinical issues with your supervisor.

### References:

[Medical Schools Council. October 2020. Students attending remote consultations: Advice to medical schools and students.](#)

[GMC. 2016. Achieving good medical practise: guidance for students.](#)



Contact your Year Lead if you find any digital content difficult or impossible to use, either directly or with an assistive technology such as a screen reader.

Contact details for all teams and individual staff can be found on the [School website](http://www.liverpool.ac.uk/medicine/contact-us/email/).  
[[www.liverpool.ac.uk/medicine/contact-us/email/](http://www.liverpool.ac.uk/medicine/contact-us/email/)].