**What to expect from your Virtual Consultation?**

You may be wondering what to expect from your Virtual Consultation. To get the most out of your video consultation, please read this booklet before your appointment starts.

• What to expect from my virtual physiotherapy consultation?

• What do you need to consider before your appointment?

• Informed consent for treatment

• How information will be shared regarding your treatment

• Terms and conditions

What to expect from my Video Physiotherapy or Chiropractic consultation?

Prior to your consultation, you will receive a reminder email, which will contain a link to the consultation. At the time of your appointment, use your phone/ipad/computer to click this link and join the consultation.

If you are booked in as a New Patient, the initial consultation will be up to 45 minutes in duration. The Physiotherapist/Chiropractor will ask you a number of questions as part of your assessment and may ask you to do a few tests. They will discuss with you your presenting problems, potential benefits and risks of treatment, then any alternatives and jointly decide a treatment plan. The number of required treatment sessions varies depending on your condition and the required treatment plan and therefore is tailored to what is clinically appropriate. If your Physiotherapist/Chiropractor doesn’t feel treatment is appropriate, they will explain why and make an appropriate referral to another healthcare professional or back to your GP.

If you are booked in for a Free Triage, please note this is not a full examination and assessment. However, a working diagnosis will be made from the history and any serious conditions will be ruled out. Home advice and stretches will then be given if required or onward referral to your GP will be recommended if indicated.

What do you need to consider before your appointment?

* Have any details of any relevant previous treatment or investigations, such as clinic letters, operation notes, imaging results or medical history
* Be wearing suitable clothing to allow you to move freely during your assessment
* Decide if you are going to complete the consultation via a tablet or smart phone.
* Credit or debit card if needed

Informed consent for treatment

**Our Physiotherapists/Chiropractors will not begin any form of objective assessment or indeed treatment unless you have given your consent**.

It is essential that before saying ‘yes’ to any part of your assessment and/or treatment, that you feel fully informed about what you are agreeing to. It is your Physiotherapists/chiropractors responsibility to make sure you understand all your treatment options but it is also your responsibility to let your Physiotherapist/chiropractor know if you have any reservations or unanswered questions about the proposed treatment. If you are under 16 or a vulnerable adult your Physiotherapist /chiropractor will seek to ensure you have capacity to consent to treatment and if not will seek consent from your parent, guardian or carer.

How is information shared regarding your treatment and how do we protect your data?

Bedminster Chiropractic understands that your information is entrusted to us and we are committed to protecting and respecting your privacy. To this end Bedminster Chiropractic complies with data protection legislation and with clinical confidentiality guidelines. If you would like further detail regarding this then please refer to our website:

https://www.bedminsterchiropractic.co.uk/the-clinic-1

As part of the video consultation, we will be required to write notes on the consultation. These are stored on our electronic system, Cliniko. If clinically required, we may share information with your GP.