

PATIENT MAKES CONTACT OR IS REFERRED TO SERVICE

Remote consultation to include screening, to exclude red flags / serious pathology, as per normal clinical practice, following NHS guidance¹

Serious pathology suspected

Unsure from remote screening of serious pathology

No serious pathology suspected

Refer, via emergency / urgent pathways as per usual clinical practice

Offer a one-off face-to-face consultation, or follow organisation protocol for face-to-face, to support clinical reasoning, when unable to clarify whether to refer via emergency/urgent pathways.

Identify whether for other indicators a face-to-face consultation is necessary, as per NHS speciality guidance **to support urgent care needs.**³

(NB. Currently applicable for NHS in England, but can support pragmatic decision-making for use in other countries and sectors).

I.e. the risk of **not** seeing the patient and providing access to physiotherapy where indicated may lead to hospital admission or prevent rapid discharge from hospital.

Serious pathology suspected

Serious pathology not suspected

Face-to-face indicated

Face-to-face not indicated

Follow all PHE PPE recommendation²

Offer advice and self-management, as per indicated, and/or per NHS organisation protocol and capacity **by remote means.**