



## How to offer online Push Doctor consultations

Any condition that doesn't require the patient to be physically examined can be sent to Push Doctor. A few questions will need to be asked to determine if a patient is suitable to refer for a Push Doctor appointment.

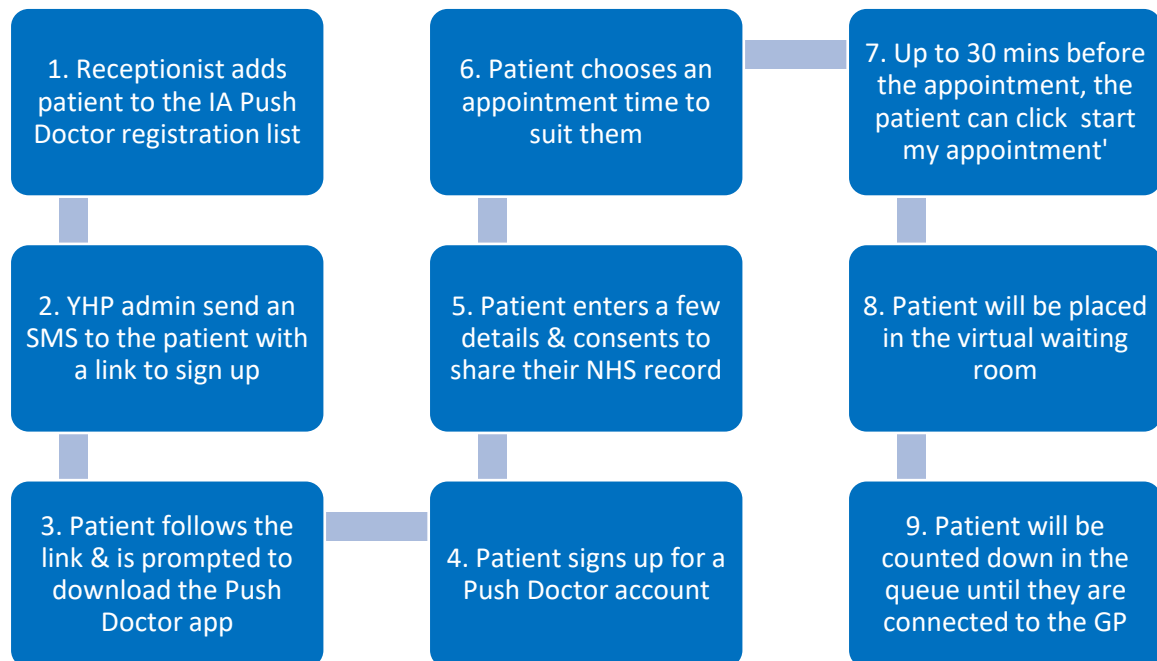
### CAN be sent

- UTI
- Tonsillitis
- Mental Health
- Skin Conditions
- Colds & Flu
- Bites & Stings
- Allergies
- General Fatigue

### Can NOT be sent

- Patients under the age of 18
- Medical emergencies
- Patients who are unable to speak English
- Patients without a mobile number registered to them
- Patients without a valid form of photo ID
- Patients who have a poor internet connection
- Patients who do not have a mobile phone with a camera

### The Push Doctor Process



### Hints & tips

Check with the patient that they have a secure internet connection so there are no connection disruptions during the consultation.

Check the patient has a smart phone with a camera because the appointment will be a video consultation.

Check the patient has photo ID available because they will have to present this before the Push Doctor consultation can begin. Acceptable forms of ID are:

- Passport
- Photocard Driving Licence
- Photocard Provisional Driving Licence
- Blue Badge
- Police Warrant Card
- Military ID

If you have any queries regarding using Push Doctor within the IA service, please email YHP at [yhp.contacts@nhs.net](mailto:yhp.contacts@nhs.net) or call the office on 01430 440 957.