



Spire Healthcare

## Spire virtual consultation solution – Consultant Information

Spire Healthcare provides a secure and safe method of providing virtual (telephone and video) consultations, which also ensures other aspects of the patient pathway, both pre and post consultation, are in place to protect the patient, the clinician and Spire Healthcare.

The Spire virtual consultation solution uses Zoom – other applications cannot be used with the Spire virtual consultation solution. User guides and videos on how to use the system and our embedded security measures are available [here](#).

This solution is available to clinicians wishing to conduct virtual consultations – both Initial and Follow Up and is free of charge.

### Key features of the solution:

- The solution is available for both adults, or children and young people.
- Using Spire’s virtual consultation solution you will be able to conduct virtual consultations from within the Spire hospital or remotely if needed.
- When a virtual consultation is booked in our clinics, an automated invite is sent to the patient, with a copy sent to you. A further copy is also sent to our admin teams – **your email address will not be visible to the patient.**
- When the patient is sent the virtual consultation invite from Spire, they will also receive Spire’s Terms and Conditions – when they accept the invitation **the patient is accepting the T&Cs**. The patient will also be sent a copy of their appointment letter and CMA letter that is generated from SAP (if we normally send this out on your behalf).
- This service is available for you to use for non-Spire consultations - you should note that the Zoom account is Spire branded. However, consultations for non-Spire patients will not be covered by Spire’s CQC, HIS or HIW registration.
- Please note if you choose to use the Spire virtual consultation solution for services to Spire patients then you are covered by Spire’s CQC, HIS and HIW registration.
- If you choose to use another platform then you need to satisfy yourself the platform is secure and safe. You also need to satisfy yourself that the services you provide on the platform are either covered by the CQC, HIS, HIW registration that you or some other provider have or that the services do not require registration.
- Consultants should not use the Spire virtual consultation system outside of the United Kingdom without prior permission from the Spire Data Protection Officer (DPO) ([dataprotection@spirehealthcare.com](mailto:dataprotection@spirehealthcare.com))

### Supporting the consultation service:

- All patient data will be collected prior to the appointment and will be available in the Spire Consultant App (SCA), including GP and insurance details.
- All appointments are booked into your SAP clinics/diaries either by the admin teams at our hospitals or by your external medical secretary via SCA and are auto scheduled.
- We are able to scan any relevant documentation relating to the patient into SAP, so you can view it prior to, or during the appointment via SCA.
- For any queries contact: [virtualconsultsupport@spirehealthcare.com](mailto:virtualconsultsupport@spirehealthcare.com)

### Notes about Zoom and virtual consultations:

- If you already have a Zoom account please provide a different email address for your Spire Zoom account.
- **Important:** When a consultation has been scheduled by Spire we do so using a random and auto generated meeting ID – this is to ensure the consultation remains secure between you and the patient. **Do not change** the auto generated meeting ID to your Personal Meeting ID as you will disable one of the security measures we have built in to protect the patient's privacy.
- If you are conducting the consultation in a Spire premises please use your own camera enabled equipment such as a laptop, tablet or smartphone – unless you know the consulting room you are using has a camera facility.
- Please remember to set up your Zoom account with your name as the user as this is what the patient will see – using clinic or PA names is not appropriate.
- Please use a professional photo of yourself for your profile shot as again this is what the patient will see when joining the consultation.
- We recommend keeping up to date with the latest version of Zoom, which includes security enhancements and new features. The Zoom App on a mobile device (tablet / smartphone) will update automatically however if you are using Zoom on desktop / laptop click on your account status icon in the top right of the Zoom application and select the "Check for Updates" option. Then follow any on screen instructions to complete the update.
- When using the Spire solution, all confidentiality requirements remain unchanged; any documentation shared with the patient is done so using a secure encrypted service – emails sent containing personal information should use an encryption service as per standard practice.

## Terms of Use

In exchange for Spire's provision of this service, you agree to comply with the following terms of use whenever you access the solution:

1. You agree to use the solution for all your virtual consultations with Spire patients. You may use the Service for non-Spire patient consultations but you will need to satisfy yourself that this is either covered by your CQC, HIS or HIW registration or that you don't need to be registered (see link to CQC guidance<sup>1</sup>) and you accept full responsibility for such use and shall hold Spire harmless from any claims, or other liability, arising wholly/partly from your use of the solution for non-Spire patients.
2. When not at Spire premises, you shall ensure that the environment in which you conduct a consultation using the Service is suitably private.
3. You shall ensure that a virtual consultation is appropriate for the patient, their medical condition and their circumstances and all GMC guidance is followed – see links [here](#) and [here](#). You should consider how you identify and verify the patient at the start of the first and subsequent consultations and what basic guidance you give to patients to maintain their privacy.
4. You are wholly liable and responsible for the clinical consultancy services you deliver to patients via the Service and you shall ensure your professional indemnity covers virtual consultations and you shall satisfy any requirements, stipulated by your indemnifier, for undertaking virtual consultations.
5. You agree to comply, at all times, with Zoom's terms of use when using the Zoom conferencing platform. These can found at: <https://zoom.us/terms>.
6. We may amend these terms from time to time, upon not less than 30 day's notice

If you wish to use the Spire virtual consultation service, please read the Operating Procedures and send your email details to the Business Development Manager at your hospital. They will then arrange for your Zoom Licence account to be created following which you will be emailed from Zoom with an activation request.

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[https://www.cqc.org.uk/sites/default/files/20150428\\_scope\\_of\\_registration\\_independent\\_medical\\_practitioners\\_working\\_in\\_private\\_practice.pdf](https://www.cqc.org.uk/sites/default/files/20150428_scope_of_registration_independent_medical_practitioners_working_in_private_practice.pdf)