

Remote Examination Conditions Version 2.0

Date: 31 March 2020

Owner: MedCo Registration Solutions

Document History	
Version	Date Published
1.0	23 March 2020
2.0	31 March 2020

Summary

With immediate effect and until further notice the ban on remote video medical examinations for the purposes of MedCo reports has been suspended.

The MedCo Board comprises representatives from the claimant, defendant and medical stakeholder groups and each group's position has been considered as part of reaching this decision. The MedCo Board has (unanimously) decided that in light of the current extraordinary circumstances, they can best assist all parties in meeting the government's advice on social distancing etc if the existing ban is suspended. The Board maintain their position that remote examination is not routinely appropriate and will keep the position closely under review. The ban will be reinstated at the earliest possible opportunity.

MedCo recognises the increased demands upon GPs and medical experts in dealing with the current Coronavirus crisis and it is of course understandable in the short term if some examinations have to be postponed to ensure that the right focus can be placed upon treating patients.

This revised guidance will be kept under review.

Remote Examination Conditions

The following conditions must be adhered to if you intend to use remote video medical examinations:

- Examinations by remote means is not a preferred option but will be allowed for the duration of the current crisis only.
- Remote examinations by telephone are not permitted
- Neither claimants or experts should feel coerced in any way to hold either a face to face or remote examination and any such instance of perceived coercion should be reported to the appropriate regulators and MedCo.
- If a claimant insists on a face to face examination, medical experts should contact the claimant direct and advise on the public health risks and timeframe for doing so.

- For their own protection medical experts should seek to satisfy themselves whether or not the claimant poses a risk to the expert, or their support staff, if they attend a face to face examination in line with the most up to date government advice at the time.
- If a face to face examination is preferred by Expert and/or Claimant this should NOT take place until current restrictions / recommendations have been lifted.
- Remote video examination should not be offered as an option unless the expert can ensure they can meet all requirements for client confidentiality. This will include ensuring that the claimant is in a suitable location when the remote video examination takes place. Client confidentiality must be maintained.
- Obtaining the claimant's "informed consent" (see below) before deciding on a face to face or remote examination is of paramount importance and experts, on request, will need to be able to provide documentary proof that such consent was obtained.
- When informing a claimant of the option for a remote video examination the expert should include all pertinent information, including that the claimant should seek advice from their legal representative before agreeing.
- Legal representatives should ensure that claimants are made aware of all potential risks including, but not limited to, the fact that there may be a higher risk of a compensator challenging the report, and possible need for a further report etc.
- Recordings of remote examinations are optional but claimants' prior consent to that should also be obtained and documented before recording. All recordings should be retained until 30 days after the settlement of any claim.
- All medical report providers should particularly note that at all times they must comply with all relevant data protection legislation and the statutory duties they impose as well as their own professional regulators' advice and guidance. Advice should include how, and in what circumstances, personal data can be used.
- Where face to face appointments have already been made prior to the date of this notice being issued claimants should be contacted direct and given the opportunity to re-arrange to a later date by either face to face or remote video methods.

- Medical experts should include confirmation in their reports, or by covering letter, the following if applicable:-
 - The examination was not a physical one and that it was conducted remotely;
 - Whether or not the claimant had received legal advice prior to agreeing to a remote examination; and
 - That the informed consent of the claimant was obtained prior to proceeding with the examination and evidence of such can be provided on request by the compensator or MedCo.
- Where a medical expert has been indirectly instructed the MRO should ensure that this guidance is complied with in each case prior to confirming a remote examination with the claimant.
- The facility to arrange remote video examinations is temporary and any scheduled remote video examinations must be cancelled and rearranged as face to face appointments immediately following confirmation by MedCo of the re-introduction of the prohibition.

Useful links

<https://www.bartshealth.nhs.uk/video-consultations>

<https://www.gmc-uk.org/ethical-guidance/ethical-hub/remote-consultations>

<https://www.hcpc-uk.org/standards/standards-relevant-to-education-and-training/standards-for-prescribing/high-level-principles/>

<https://www.csp.org.uk/publications/covid-19-guide-rapid-implementation-remote-consultations>

<https://digital.nhs.uk/data-and-information/information-standards/information-standards-and-data-collections-including-extractions/publications-and-notifications/standards-and-collections/dcb3051-identity-verification-and-authentication-standard-for-digital-health-and-care-services>