1. If patient unfit for telephone consultation/lacks capacity/hearing loss, check consent can be obtained to have nominated person giving information.
2. All conversation and management plan must be documented in patient notes and GP letter under Covid-19 telephone consultation title.
3. Establish minimum requirements for documentation of consultation as per department proforma. [Suggested proforma here](#).
4. Outcome: Prescription issued, discharge, clinic appointment as urgent suspected cancer/TWW, RTT outcome.
5. Discharge: If symptoms have resolved.
6. Safety net: provide contact information, letter to GP and patient.

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**References and other links:** GMC, [Remote consultations](#); GMC, [Good practice in prescribing and managing medicines and devices](#) (2013), which includes a section on [remote prescribing](#); GMC, [Coronavirus information and advice - Our guidance for doctors](#); Conducting Remote Consultation – MDU; Remote consulting in the coronavirus outbreak – MDDUS; COVID-19 and remote consultations – how we can help – MPS.