

Going virtual for maternity consultations

Virtual consultations are useful for:

- Enhanced care between in person appointments
- Women who are unable to attend in person appointment due to isolating/shielding
- Appointments which do not require examination or sensitive conversations

Before consultation

- Individual risk assessment – vulnerabilities
- Offer choice of consultation method
- Send the details to join
- Continuity - have you met the woman before?
- Ensuring privacy, for you and the woman, especially if discussing sensitive topics

During antenatal consultation

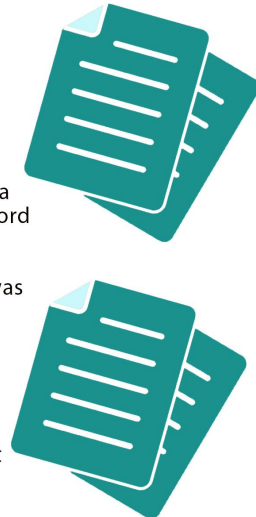
- Start with introductions from you, the woman and anyone in the room
- Maintain practice within NMC Code
- Give time and opportunity for questions and always check understanding
- If concerns arise, triage urgency and book in person appointment

During postnatal consultation

- Follow same principles as antenatal consultation
- Follow NICE Guidance for postnatal care
- Use video to see baby on screen, ensuring the room is well lit and be wary of screen effect
- If there are any concerns or anything is unclear, organise in person appointment

Documentation

- Document contemporaneously in the maternity record
- If the record is unavailable, document on a continuation sheet and file within the record as soon as possible
- Clearly document how the consultation was done eg via video, telephone or in person
- Always follow GDPR guidelines for record keeping and documentation
- Any untoward incidents or near misses should be reported via your local incident reporting processes



Vulnerable women may be better with in person care

- Mental health concerns
- Domestic abuse
- Limited access to technology
- Complex social needs
- Women from a black, Asian or minority ethnic background
- Previous pregnancy loss
- Anyone with communication difficulties, including hard of hearing, deaf, learning disability and those who require an interpreter

