

WEST CALDER MEDICAL PRACTICE

WORKING WITH CLINICAL IMAGES

In cases where a photo or image could assist in making a diagnosis or clinical decision during telephone triage – the following should be considered.

1. Only ask the patient to supply images where it will add significant clinical value to the diagnosis – will it really help?
2. Video consultations may be a useful adjunct to reviewing clinical images or may obviate the need for them to be sent.
3. Many images taken by patients can be of poor quality or irrelevant clinically – try to avoid being asked to make a clinical decision on the basis of a poor quality image.
4. Clinicians should not communicate with the patient from the clinical mailbox. There is an auto reply which confirms receipt and confirms the email will be actioned appropriately and unsolicited emails will be deleted without opening.

If requesting an image

- Consent must be sought – you may be asked questions on how the image will be received, is it safe and what happens to it after the clinician gets it.
- Ensure that the patient is aware that the image will be stored in their electronic medical record.
- Ask the patient to send one image only and no videos.
- If a patient declines to send a clinical image they must be advised that this will not prejudice their care – they can still get a hospital referral if required.
- If a patient withdraws any aspect of consent at a later date the clinical image used in a clinical decision will remain as part of the clinical record.
- Any clinical images received in the practice will be treated as identifiable information.
- To send an image the patient must use the clinical email box and send the image to clinical.s78147@nhslothian.scot.nhs.uk
- Explain to the patient that there is no guarantee that the image will be received by the practice as patient emails travel over the public internet and can be stopped, removed or lost before they are received by NHS Lothian and forwarded to the practice.
- Clinicians should not communicate with the patient from the clinical mailbox. There is an auto reply which confirms receipt and confirms the email will be actioned appropriately and unsolicited emails will be deleted without opening.
- Clinicians should not use personal devices to take clinical images.
- Staff must not send emails containing patient identifiable info to an insecure email address.

When the image received in the practice the receiver should do the following:

- Forward the image to the requesting clinician from the clinical email box.
- Save the image to their desktop
- Drag the image into the docman drop a doc icon on the desktop
- Docman will open up
- The image can then be saved into docman and will appear in the EMIS consultation as administration – image.