

School of Medicine, Dentistry and Biomedical Sciences

Centre for Medical Education

Remote GP Consultations and Patient Interviews

Code of Conduct

As a QUB medical student, you may be asked to participate in a supervised remote GP consultation during a GP placement. You may also be asked to interview a patient, or family unsupervised. When speaking to a patient or family remotely you are expected to:

Adhere to the Queen’s University Belfast, Code of Practice for medical students in hospitals and other clinical environments: [Undergraduate medicine handbook](file:///C%3A%5CUsers%5C3053946%5CDesktop%5Cremote%20resources%5Cundergraduate_medicine_handbook.pdf) (Page 20).

Furthermore, you are expected to:

1. Follow joining instructions from your GP practice tutor or QUB tutor. This may include supplying a mobile phone number in addition to your email address so they can contact you and send details to enable you to connect. You should only contact the patient using the methods agreed by the supervising GP. Under no circumstances should you use any unapproved apps or software to contact the patient.
2. Ensure that you are alone in a room where you can remain undisturbed during the consultation. To ensure patient confidentiality, it is important that no-one is able to overhear the conversation in an adjoining room or outside. The use of earphones will minimise the risk of being overheard.
3. Ensure any device you are using has all available security settings activated and up-to-date. Close any unnecessary software / apps that are running in the background.
4. Ensure your mobile number is “withheld” if using your personal device to phone a patient
5. Ensure that the wifi/broadband connection used is secure. Public networks such as in cafes, shops and libraries must not be used. You can get advice on how to ensure a secure connection from the Information Commissioner’s Office [here](https://ico.org.uk/your-data-matters/online/wifi-security/)
6. Ensure any notes taken during the consultation do not include personal identifiable information and once no longer needed disposed of through the University or Trust’s confidential waste service.
7. Delete any patient data such as phone numbers or email addresses upon completion of the consultation.
8. Do not make any recording (audio or visual) of the consultation.
9. Always appear and sound professional. This includes your background if participating in a video consultation as well as complying with the medical school’s dress code.
10. Explain your role as a medical student, that if you are taking notes that you are doing so for your own educational purposes and confirm the patient’s consent to participate in the remote consultation.
11. Mute your microphone when only observing the consultation and if you are observing a video consultation keep your camera turned on.
12. Refrain from trying to examine any patient during a video consultation without the Supervising GP present.

Failure to adhere to these rules will likely result in exclusion from further supervised remote GP consultations and may result in Fitness to Practice proceedings.

Cyber Security - Protecting Our Information

<https://www.qub.ac.uk/directorates/InformationServices/Services/Security/>

Computer Resources - Acceptable Use Policy

[https://www.qub.ac.uk/home/social-media/Filestore/Filetoupload,781845,en.pdf](https://www.qub.ac.uk/home/social-media/Filestore/Filetoupload%2C781845%2Cen.pdf)