

## Booking appointments with a Livi GP

Livi is a remote consulting service for eligible patients **above the age of 1**. Here are some important things to consider when booking people for an appointment, to facilitate the best possible patient experience.

- Please **do not** book patients with the following symptoms (these patients require immediate medical assessment and local procedures should be followed):
  - Chest pain or signs of a heart attack
  - Signs of a stroke
  - Severe difficulty breathing
  - Severe injuries or heavy bleeding
  - Ongoing seizures
  - Sudden or rapid swelling of the eyes, lips, mouth or tongue
  - Signs of sepsis
  - Severe abdominal pain
- Please **do not** book patients who most likely need a face-to-face appointment, for example:
  - Children, pregnant women or men showing symptoms of a UTI
  - Any patient requiring wound care
  - Patients with acute testicular pain
  - Any antenatal appointments
  - Patients reporting a lump in any area of the body
  - Elderly and/or frail patients with complex medical needs
  - **Children under the age of 1**
  - Patients requiring interpreter services
- Please note that we are **unable** to offer the following services
  - Prescribing certain medications, which include, but are not limited to:
    - Antipsychotic medication (newly initiated, with Limited exceptions such as prochlorperazine for nausea, vomiting, vertigo etc.)
    - Nicotine replacement therapy
    - Anticoagulants (newly initiated)
    - DMARDS (for example methotrexate, azathioprine)
    - Sodium valproate
    - All immunosuppressants and immune modulating drugs
    - Cytotoxic drugs
    - Fertility medication
    - Botox & fillers

Livi clinicians can prescribe schedule 3, 4 & 5 controlled drugs providing the prescription is clinically indicated. These can only be prescribed if there is no evidence of misuse and it is appropriate to prescribe remotely, for a maximum of 30 days. Schedule 1 or 2 controlled drugs cannot be prescribed by Livi doctors.

- Please ensure the **patient is aware** that:
  - The remote appointment will be with a Livi GP who is not an employee of the local GP surgery
  - The patient will initially receive a telephone call from a number that could be from any area code in the UK
  - The Livi GP will offer help for **one** health concern per appointment (unless there are clinical safety concerns)
  - The patient must have a working smartphone with good internet connectivity at the time of the appointment for video calls
  - Please advise patients the appointment will be either AM or PM, not a specific time
  - The Livi GP will call the patient twice, and if the patient doesn't answer, they will be marked as having not attended (DNA)
  - Our clinicians can consult with anyone over the age of 12 months. Ideally, children should be present for the consultation, but in some situations, we may be able to consult without the child being present, if it is safe and appropriate to do so.
- Please consider booking a **double** appointment if the patient has more than one issue to discuss or if the patient has a complex medical issue or severe mental health concerns for which it is expected to require a double appointment.

Livi GPs can help with a wide range of health concerns, including:

- Acne
- Allergies
- Anxiety and depression
- Asthma (mild to moderate)
- Cold, cough & flu-like symptoms
- Cold sores
- Constipation
- Diarrhoea or being sick
- Eye inflammation
- Fever
- Headache
- Indigestion & heartburn
- Insect bites
- Insomnia or difficulty sleeping
- Nail problems
- Sinus problems
- Skin rashes & eczema
- Stomach Pain
- UTI (for females aged over 16)
- Menopause discussion and HRT prescribing (with BP less than 12 mths old)
- Routine follow ups to tests
- Medication reviews