

Remote consultation prompts for health professionals



Without access to non-verbal cues from patients, remote consultations can be more challenging. Use these prompts to help you have more effective remote consultations:

Consider patient barriers:

"Is there anything I can do to help you get the most from this consultation?"

Proactively prompt patients to share more:

"Is there anything else you haven't mentioned about your concern?"

Ask about their non-specific symptoms:

"Have you recently experienced any other symptoms which are unusual for you?"

Offer safety netting advice:

"If your symptoms don't improve in [x weeks], please contact the practice to arrange another appointment."

Assess patient understanding:

"Can you go over the steps we've agreed to take following this appointment?"

Share supporting information:

"How would you like to receive the information I'm going to share with you?"

Consider additional support needs:

"Is there anyone else I can share this information with?"



For more information go to
cruk.org/remot consultations

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