* The ONLY reason to treat a client is for a **clinical need** (i.e. a medical condition) therefore the treatment will not comprise of general massage but will treat a specific injury/condition with appropriate techniques.
* It is essential to justify and document your clinical reasoning for treatment on your consultation forms
* In order to ascertain the need, a virtual consultation **MUST** take place prior to face-to-face treatment. Consider whether there is a need to treat or whether advice may be all that is required.
* A virtual treatment could be just telephone, but it may be more effective to have visual as well so the use of Zoom, Facetime, Team, Skype etc may be better.
* All precautions must be in place to minimise risk to yourself and the client (PPE, risk assessment, thorough cleaning of premises/equipment, hand sanitisation, client face covering, ventilation etc.)
* A thorough Covid screening must take place prior to face-to-face treatment (see resource pack)
* Treatment time must be kept to a minimum

## Virtual Consultation Guidance

1. If the client is new, then your normal subjective assessment should take place
2. If they are an existing client, confirm previous information
3. The aim of a virtual consultation is to gain enough information to ascertain the need and to justify treatment so ensure you are thorough, you could be asked to provide all your documentation as evidence should any litigation subsequently arise.
4. Conditions which may indicate treatment:

* Unbearable pain levels
* Inability to perform activities of daily living
* Inability to sleep
* Inability to work (frontline workers)

**Checklist for Face-to-Face treatments**

|  |  |  |
| --- | --- | --- |
| **ACTION** | **COMPLETED** | **NOTES** |
| Face to face consent |  |  |
| Covid screened |  |  |
| Temperature checked |  |  |
| Patient wearing face covering |  |  |
| Own self wearing full PPE (apron, visor, IIR mask and gloves) |  |  |