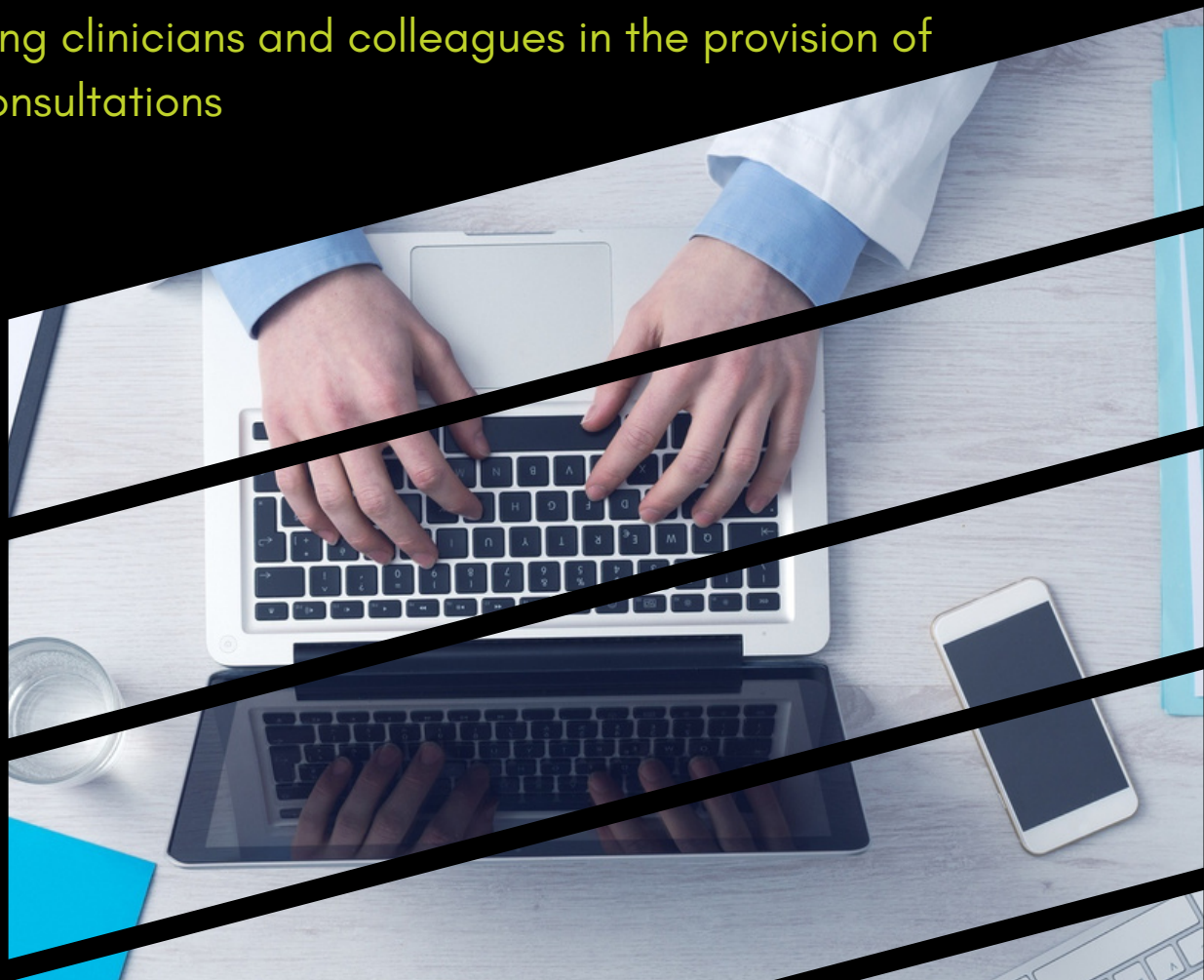


# QUALITY IMPROVEMENT IN DIGITAL CONSULTATIONS

A short introductory course to enhance skills  
and competencies in digital literacy

Supporting clinicians and colleagues in the provision of  
online consultations



Accrediting body

**DiCE**

<https://digitalclinicalexcellence.com>

**£145 + VAT** for individual booking.  
To book a place scan this QR code.  
To discuss group rates, please email  
**info@healthworks.uk**



## What's included?

This unique, short onboarding course has been created by Healthworks and accredited by DiCE exclusively to enable clinicians and their colleagues to enhance the overall quality of their digital consultations and patient interactions. It consists of three essential modules which should provide a broader understanding of what is needed to deliver effective consultations, improve accuracy of diagnosis, and help to ensure an overall engaging and fruitful patient experience. It is designed to support both junior and experienced clinicians alike meet the challenges of online consultations in daily clinical practice and boost confidence levels in this growing care delivery medium.

Course delivery is via a series of three online video modules, each approximately two hours long, and online testing. The complete course equates to three hours of accredited CPD.

### 1 Legal & governance

- Data protection
- Information and clinical governance
- Legal considerations for online consultations
- Guidance on compliance and obligations for working in a digital environment

### 2 Technical competencies

Technical competencies in providing online consultations including:

- Understanding and navigation of a standardised delivery platform
- Proficiency in using patient and clinician dashboards common to all platforms and how they interact
- Delivering a high quality and safe consultation in line with new GMC remote consultation guidelines

### 3 Humanistic skills

Consultation and communication skills

- Transfer of humanistic and personalised consultation skills to managing patient needs in a remote, digitally enhanced environment
- Understanding of how virtual consultations translate into patient activation, effective delivery and improved outcomes

**All participants will be provided with a digital course reference handbook, and a certificate of attendance on passing for CPD purposes.**

## Meet the course tutors



Prof James Kingsland OBE, Director, Healthworks; Chair, DiCE  
'Course overview'



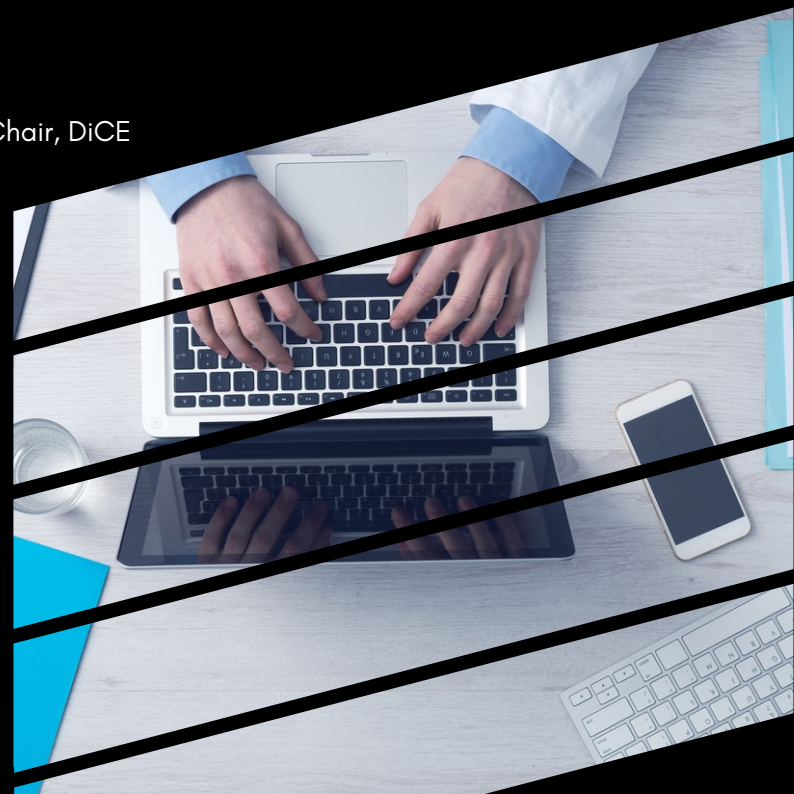
Atul Devani, Digital health expert  
'Technical competencies'



Peter Edwards, Partner, Capsticks  
'Legal and governance requirements'



Claudia Reizner, Communications Director, DiCE  
'Humanistic skills'



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