



HEALTHBRIDGE OCCUPATIONAL HEALTH REMOTE CONSULTATION POLICY

1. PURPOSE & SCOPE

HealthBridge provides **specialist occupational health consultations** remotely for:

- Reasonable Adjustments Advice** (Equality Act 2010 compliance)
- Return-to-Work Assessments** (Phased return planning)
- Fit-for-Role Assessments** (Job capability evaluations)
- Mental Health, Stress & Neurodiversity Risk Reviews** (Workplace risk mitigation)
- Sickness & Absence Reviews** (Pattern analysis, intervention guidance)

Exclusions:

- Emergency medical care** (redirect to NHS 111/999/A&E)
- Physical examinations** (redirect to local NHS OH)
- Treatment prescriptions** (signpost to GP/specialist)

2. APPROVED PLATFORMS & SECURITY

2.1 PRIMARY PLATFORM: MICROSOFT TEAMS

Feature	Requirement
Encryption	End-to-end (UK GDPR compliant)
Authentication	NHSmail or @healthbridge.org.uk accounts only



Feature	Requirement
Settings	Waiting Room enabled, recording disabled

2.2 ALTERNATIVES

Platform	Use Case	Requirements
Zoom	Non-clinical meetings	Encryption on, cloud recording off
Phone	Tech failures	Logged as "audio-only consultation"
Prohibited	WhatsApp, FaceTime	Never for clinical use

3. TECHNICAL SPECIFICATIONS

3.1 PRACTITIONER SETUP

Hardware: NHS Digital-approved devices (BitLocker encryption).

Software: Weekly antivirus updates. VPN for public networks.

Environment: Private room with neutral background. Noise-cancelling headphones for sensitive discussions.

3.2 PATIENT REQUIREMENTS

Pre-Consult Checklist (sent via encrypted email):

-Internet speed ≥10 Mbps ([speedtest.net](https://www.speedtest.net)).



-Install Teams/Zoom (linked guides).

Prepare:

-**Photo ID** (passport/driving licence) if not already uploaded

-**Employer contact** (HR email for verification).

4. CONSULTATION PROTOCOL

4.1 PRE-SESSION

-**Identity Verification:** Cross-check NHS number/DOB + employer HR contact.

-**Consent:** Confirm remote consent (digital form). Document accessibility needs (e.g., BSL interpreter).

4.2 DURING SESSION

Recording: Only with explicit consent (redact third-party data pre-sharing).

Notes: Live EHR entry (no paper/transient files).

4.3 POST-SESSION

Files:

-Save chats/notes to encrypted EHR.

-Delete local/downloaded files (audit trail required).



5. CONTINGENCY PLANNING

Issue	Action	Documentation
Tech failure	Switch to phone	"Video failed; continued via phone [time]"
Safeguarding risk	Follow Safeguarding Policy	Secure alert to DPO within 1h
Patient no-show	Invoice per Fee Policy	Log in CRM with reason code

6. COMPLIANCE & TRAINING

6.1 AUDITS

Annual: 10% session reviews (consented cases only).

Ad-hoc: If platform security updates occur.

6.2 TRAINING

Quarterly: GDPR/mock breach drills.

Biannual: "Remote OH Best Practices" (FOM-certified).

Support: [contact@healthbridge.org.uk]

7. VERSION CONTROL



Version	Date	Changes Made	Approved By
1.0	30/07/2025	Initial policy draft.	Dr. James Stanley
1.1	[DD/MM/YYYY]		

Approved by: Dr. James Stanley

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