Standard Operating Procedure for Tele-Dermatology

The reason for this SOP is to outline the reasoning and process of our tele-dermatology pathway

Tele-dermatology was introduced in order to reduce the need for consultant initial reviews and to enable the dermatology nurses to collate all the correct and useful information prior to a consultant review.

Below you will find the pathway for tele-dermatology

1. Referral from GP is coded as suitable for tele-dermatology
2. Patient is booked into next available tele-dermatology clinic
3. Standard letter requesting photos of area needing investigation are requested 7 days prior to nurse appointment
4. Nurse calls the patient on the date and time of appointment.
5. If the patient is not available:
    a. Nurse decides whether to discharge or offer another appointment
    b. Patient should only be called within a 15 minute window which is the same time frame as a face to face appointment in the clinic
6. Once the patient has been contacted the information is collated by the dermatology nurse and inputted into the eDerma platform
7. Following this the consultant will review the information and photographs received to make a diagnosis and treatment plan