

## VIRTUAL CONSULTATION GUIDELINES

We at SAAHSP would like to share some ideas on performing Virtual Consultations during the lockdown. It is the perfect way for Advanced Aesthetics, Skin, and Body & Nail Care Industry to stay in touch with Clients / Guests and to continue post lockdown to ensure social distancing is adhered to; thereby Therapists and Clients / Guests are protected.

This method and process can also be implemented to “scan” Clients / Guests before they visit your business to ensure that they are in good health.

1. It is important when practicing a Virtual Consultation, the fundamental rights of the Client / Guest must be respected, namely - **Dignity, Privacy, Confidentiality, and Informed Consent.**
2. The practice of Virtual Consultation may be used for new and existing Clients / Guests.
3. Informed consent must be obtained prior to the Virtual Consultation and includes but is not limited to the following:
  - a. The Clients / Guests understands and confirms they agree to the Virtual Consultation
  - b. The Clients / Guests understands the consultation will be done via video/internet conferencing technology and agree to it
  - c. The Clients / Guests understands the purpose of the consultation
  - d. The consultation will be done via a two-way video whereby the Therapist and client are able to see each other
  - e. The Clients / Guests will be able to ask questions and seek clarification based on the consultation
  - f. The Clients / Guests will be able to stop the consultation at any point
  - g. The Clients / Guests agrees that vital information and truthful information is required for a successful consultation
  - h. Should there be any paperwork, it will be through electronic means
  - i. During the consultation, details of their medical history and personal health will be completed and discussed
  - j. Where possible the consultation should be recorded
  - k. Therapists are not allowed or qualified to make a medical diagnosis of any kind
4. Requirements for the Virtual Consultation
  - a. Stable internet connection (upload / download not under 3mbps)
  - b. Quiet and professional area in which to conduct virtual session
  - c. Headphones to ensure privacy
  - d. Be professionally dressed
  - e. Good quality lighting
5. During the consultation, the Therapist should focus on
  - a. Take a full medical and treatment history, especially if it is a new client, however update information of existing clients
  - b. Observe the client overall or depending on the area that requires assistance
  - c. Establish a main concern or aim of consultation

