



Patient Consent Form

DigiDerm Ltd is dedicated to providing high-quality care through innovative telemedicine technology, allowing you to receive expert skin care without needing to visit a clinic in person. Teledermatology is a proven and effective method for diagnosing and managing a variety of skin conditions remotely.

While teledermatology offers significant advantages, including convenience and safety, it is important to understand that it may not always serve as a complete substitute for an in-person assessment. If you feel your condition would be better assessed face-to-face, we recommend seeking care from your GP or a dermatologist in a traditional clinical setting. Please be aware that choosing in-person care might lead to delays in your treatment.

Information Use and Consent

To accurately assess your condition and provide appropriate treatment recommendations, DigiDerm requires certain information from you. This may include written descriptions, clinical photographs, and/or videos, which may be requested at different stages of your consultation—before, during, or after the online consultation, whether through live interaction or a photo submission.

By consenting to use DigiDerm services, you agree that your information, including photographs and/or videos, will be used solely for managing your health records and providing care. If we wish to use your information for any other purpose, such as training or academic research, we will request your explicit consent.

Booking a consultation or submitting a case through DigiDerm implies your consent to these terms. All patient information is securely stored on DigiDerm's cloud-based servers and is accessible only to authorised dermatology professionals. Care is provided virtually from secure locations, either within healthcare facilities or from clinicians' private workspaces.

Patient Agreement

By using DigiDerm's services, you (the patient and/or service user) confirm the following:

- The ID verified during your registration with DigiDerm is accurate, and you are the person I claim to be. You are not submitting a case on behalf of another person without authorisation, nor are you impersonating another individual. You agree to DigiDerm using an online verification agent to confirm your identity when needed to ensure patient safety.
- You agree to provide DigiDerm with the necessary information, including photographs and/or videos, to help in the assessment of your condition.
- You understand that teledermatology involves the delivery of care over the internet, which may have technical limitations or occasional disruptions.
- You are aware that online consultations may not fully replace a face-to-face assessment.
- You acknowledge that the accuracy of diagnoses based on photographs may differ from those obtained through an in-person examination. You understand that you have the opportunity to ask questions before submitting my case for review- you can email support@digiderm.co.uk at any time for help and support.
- You consent to providing additional information, including photographs and/or videos, if requested, at any stage of the consultation.
- You understand that live consultations will not be video recorded, except in exceptional circumstances where the clinician feels threatened or abused, or if you request the recording because you feel threatened or abused.
- You understand that your contact details and prescription information will be securely forwarded to our partner pharmacy to issue your medication unless you choose to have the prescription sent to a different pharmacy or a private paper prescription sent to you in the post (writing and posting a private paper prescription to you attracts an additional fee of £20).
- You acknowledge that you may be prescribed medication for your skin or another/ related condition. Your clinician will explain its purpose, any required monitoring (if applicable), and potential side effects. You are aware that some medications may be used "off-label" or "unlicensed."

- You retain the right to refuse prescriptions and request further information or evidence before proceeding.
- You understand that you can withhold or withdraw your consent at any time without affecting your right to future care or treatment. If you wish to retract your consent later, you will contact DigiDerm directly.
- You understand that DigiDerm does not automatically inform your GP about the consultation, advice or medications/products provided. The information shared during your consultation with DigiDerm remains confidential between you and our clinic. However, we strongly encourage that you share the details of the consultation and any treatments with your registered NHS GP within an appropriate timeframe, to ensure continuity of care and patient safety. If you wish for us to send a copy of your consultation to your GP, please provide explicit consent, their contact details and the date of your consultation/purchase by emailing us at support@digiderm.co.uk. You understand and accept that for some high risk medicines that DigiDerm may request to send information to your GP but your consent will be sought first. You also accept that DigiDerm may contact your GP or another relevant party (such as social services or the police) without your consent only in exceptional circumstances such as when we have reasonable evidence to believe that yours or another person's health or life is in danger, or for purposes of preventing or reporting crime.

Consent for Adolescents

For patients aged 16 or 17, DigiDerm assumes they have the capacity to give consent for themselves unless otherwise demonstrated. While they may sign this form independently, they may prefer to have a parent or guardian sign as well. DigiDerm does not treat patients under the age of 16.

If a patient aged 16 or 17 is unable to sign for themselves but has indicated their consent, a guardian may sign on their behalf.

If you have any questions about this consent form please email support@digiderm.co.uk