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FREQUENTLY ASKED QUESTIONS

Covid-19

Q. Can I have a **steroid injection**?

At present, there are still some restrictions in place in the UK on the resumption of normal pain services. Steroids have an immunosuppressive effect that may affect your ability to fight off a Covid-19 infection. I am closely monitoring the advice of NHS England and various UK and International Pain Societies and Bodies such as the Faculty of Pain Medicine and the Spinal Interventional Society. I will be considering the use of steroids in injections dependent on your circumstances. There are however alternative treatments which may be suitable for managing your pains. Alternative injectional treatments are available such as Platelet Rich Plasma (PRP), Joint lubricant injections (Ostenil, Durolane, Synvisc), and Fibroproliferative Prolotherapy. These alternative treatments can be used for back pain and many other pain conditions

Q. Will remote **consultations** be the same **length** as a face-to-face consultation?

Yes, remote consultations will be the same length (one hour for a new appointment and 30 minutes for a follow-up appointment).

Q. How will I be **accurately diagnosed** with a remote consultation?

I have found that remote consultations have proved very successful in diagnosing the cause of pain and getting a management plan in process. If necessary, I will still be able to refer for investigations (MRI, Ultrasound, X-ray, blood testing).

Q. Will my **insurer cover** remote virtual or telephone consultations in the same way as a face-to-face?

Yes, at present, all major insurers continue to cover remote consultations in the same way as a face-to-face consultation. Please confirm with your insurer when authorising your appointment.

Q. What are **the fees** for remote consultations if I am **self-pay**?

As you will be receiving the same expert care, the fee for the appointment is the same as a face-to-face consultation (self-pay fees can be found on my website).

Q. Is a remote consultation **private and secure**?

My consultations take place in a private space where they cannot be overheard. I am adhering to the same principles and data privacy as in my face-to-face consultations. I will be making notes during the consultation and these records are stored safely. The video consultation will not be saved or shared with anyone. GDPR guidelines (see website for full details) are still in place.

Q. What if I need a **prescription or referral for Physiotherapy or Osteopathy**?

Prescriptions for pain relief will be made electronically and sent to your local Pharmacy. Any referrals to allied health professionals will be sent encrypted by email. You will need to notify my secretaries by email who you specifically wish to have your letter or document sent to.

Dr Usamah Jannoun, last updated 01 June 2020