Virtual Clinic Checklist

Preparing for treatment

- Prepare a safe, quite and private clinic room to perform treatment and consultation ☐
- Prepare massage equipment required including towels, massage oil, massage table, tissues, pillow/foot role, hot/cold packs, ☐
- Have client history, consent and a treatment form ready ☐
- Virtual clinic access, webcam and microphone prepared ☐
- Have your driver's licence or official photo ID and show this along with stating your student ID for the camera at the start of the treatment session ☐
- Get the client to sign the Virtual Clinic Client Agreement Slip and show it to the camera followed by you ticking the client consent box on the Virtual Clinic page ☐

Pre-treatment

- Inform the client about massage therapy and type of services to be provided ☐
- Ask and clarify client expectation of treatment ☐
- Take a written client history ☐
- Assess client information presented including expectations and health history ☐
- Check for indications or contra-indications to treatment ☐
- Inform the client of physical assessment to be conducted and confirm consent ☐
- Perform physical assessment including palpation, observation and range of movement testing (ROM) ☐
- Using information collected from client expectations, health history and physical assessment create a treatment plan (treatment to be conducted) ☐
- Inform the client of the treatment plan and discuss their treatment options ☐
- Check for any questions and respond using clear language the client understands ☐
- Explain potential barriers or reactions that could occur during or post treatment ☐
- Confirm client consent ☐

During-treatment

Prepare client for treatment using private and safe draping techniques including approved classroom draping techniques or leaving the room for client privacy. Make sure to use the privacy mode or cover the camera whilst the client is changing	☐
Position the client in a comfortable position that supports the client and the techniques to be performed	☐
Maintain posture during treatment	☐
Provide a treatment according to the clients treatment needs	
Maintain client-centered focus (conscience presence)	☐
Monitor the treatment provided through feedback	☐
Use responses from the client to adapt the treatment	☐

Post treatment

Seek feedback from the client on how the treatment experience was	☐
Provide treatment plan details including results from the treatment and any need for follow up treatments or referral to the client	☐
Provide self care advice to the client including hydration and tips for general care in relation to further benefits to support the treatment	☐
Check for and respond to client questions	☐
Record treatment details including, techniques, results and advice given	☐
Clean treatment equipment and sterilise environment ready for next treatment	☐

Completing your Virtual clinic sessions

1. Stop session
2. Enter the treatment details into the online virtual clinic treatment form
3. Save and log