

Neonatal department

Video consultation with our clinical genetics specialist

Information for parents and carers

Introduction

The neonatal team has referred your baby to the genetics department. They have asked for your baby to be seen by a clinical genetic specialist, because there is a possibility your baby has a genetic condition. This leaflet will help to answer some of your questions and explain what will happen next.

Genetic specialist and genetic disease

A clinical genetic specialist (or geneticist) is a doctor who diagnoses and manages families with genetic conditions. Geneticists are experts on facial, developmental or other unusual features that a baby can have. The video consultation will be led by the neonatologist and the clinical genetic specialist.

Benefits of a video examination

- We can complete an earlier evaluation of your baby - within a few hours instead of a few days.
- Easier collaboration between our neonatal and genetic consultants.
- More than one genetic specialist may be able to offer an opinion.
- There is a reduced risk of infection.

What will happen during the consultation?

The clinical genetics specialist will be able to see your baby through the camera. And the neonatologist and you will see and hear the clinical genetics specialist through the screen. The clinical genetics specialist may ask questions and examine the baby. The video consultation may take up to an hour.

Can I ask questions during the examination?

You will be able to talk to the clinical genetics specialist who is examining your baby and ask questions through the video link. You may find it helpful to write down the questions you would like to ask before the examination.

The neonatal team will be in close contact with the clinical genetics specialists to discuss any future test results and can pass on any future questions you may have that they are unable to answer themselves.

What happens after my baby's video consultation examination?

You will be sent a letter summarising the outcome of the consultation and the plan agreed with you and the neonatal team for the care of your baby. If your baby undergoes genetic testing, you will receive the results within a few weeks or months (depending on the test). If at any time a physical examination is needed, we will contact you.

Is the video examination connection secure?

The video connection is private and only accessible by NHS staff. If you feel uncomfortable with the video examination and would rather be seen face to face, please speak with your care team.

Consenting for the video examination to be recorded

With your permission we will record and keep a recording of the video examination for a maximum of three weeks. This is because the recording can be useful for the genetic specialist to monitor the change in your baby's health or request a second opinion from a colleague. The recording can also be used for education and training for the care team looking after your baby. The recording will be securely stored and no copies will be made. Recording is not essential, and you are welcome to refuse.

How do I make a comment about my visit?

We aim to provide the best possible service and staff will be happy to answer any of the questions you may have. If you have any **suggestions** or **comments** about your visit, please either speak to a member of staff or contact the patient advice and liaison service (**PALS**) on **020 3313 0088** (Charing Cross, Hammersmith and Queen Charlotte's & Chelsea hospitals), or **020 3312 7777** (St Mary's and Western Eye hospitals). You can also email PALS at imperial.pals@nhs.net The PALS team will listen to your concerns, suggestions or queries and is often able to help solve problems on your behalf.

Alternatively, you may wish to comment by contacting our complaints department:

Complaints department, fourth floor, Salton House, St Mary's Hospital, Praed Street
London W2 1NY

Email: ICHC-tr.Complaints@nhs.net

Telephone: **020 3312 1337 / 1349**

Alternative formats

This leaflet can be provided on request in large print or easy read, as a sound recording, in Braille or in alternative languages. Please email the communications team:
imperial.communications@nhs.net

Wi-fi

Wi-fi is available at our Trust. For more information visit our website: www.imperial.nhs.uk