

How We'll Set Up Pabau for Your Vein Clinic

Pabau already powers the UK's largest specialist vein clinic group — 49 clinics running every consultation, EVLA list and follow-up through our platform, completing over 1,000 clinical forms a day. Below is exactly how a vein patient moves through a clinic on Pabau, and the forms we'll build for you at each stage.

Stage 1 — Enquiry & booking

The patient books a **New Consultation** online (private consults ~30 min; ulcer consultations get a longer slot for the ABPI test). The moment the booking is made, Pabau automatically sends them the **Medical History – Leg Veins** questionnaire to complete at home. We'll build it to capture everything a vascular consultant needs before the patient walks in:

- Which leg(s), symptom duration, and a severity score — ache/pain days over the last two weeks, plus the classic symptom set (heaviness, swelling, cramps, itching, restless legs, bleeding).
- Red-flag screening: personal and family **DVT/PE history**, phlebitis, blood thinners, allergies, migraines, smoking, previous vein treatment, response to compression hosiery.
- Female-patient screening for **pelvic congestion syndrome** (vulval/buttock varicosities), pregnancy, and breastfeeding — with your clinic policies (e.g. "wait 24 hours after sclerotherapy before breastfeeding") shown inline, right where the question is asked.
- Practical safety questions like planned **long-haul flights**, with your no-fly policy displayed alongside.

Stage 2 — Consultation & duplex ultrasound

The consultant opens the appointment with the full history already on screen, scans the patient, and completes the **A-pack** — five short forms we'll build for your assessment protocol:

Form	What it does
A1 – Psychological Assessment	Capacity and appropriateness checks, with a built-in stop rule: any "yes" → refer to the Medical Director, no treatment booked.
A2 – VTE Risk Assessment	Three-step scoring (prior DVT/PE, thrombophlebitis, BMI >30, oestrogens, thrombophilia, active cancer, mobility) → bleeding-risk check → prophylaxis plan (compression for all; enoxaparin/apixaban for higher risk). The result is saved to the patient record — you'll see why on treatment day.
A3 – Stocking Order Form	Compression stocking size, length, colour and made-to-measure — with the sizing chart embedded in the form.
A4 / A5 – Ultrasound Findings & Report	Structured duplex findings plus the formal report, generated from the visit.

The patient leaves with one packaged, all-in quote — "EVLA one leg ± sclerotherapy" is a single service with a single price and the right theatre slot length — and their treatment booked.

Stage 3 — Treatment day (EVLA / foam / avulsions)

On arrival, the patient signs on an iPad: the **Leg Vein Consent Form** (procedure checkboxes, patient signature, consultant counter-signature, version-dated) and the **Treatment Contract** — which we version by price year, so the patient always signs the prices they were quoted. Then your theatre team runs the **B-pack**:

- **B1 – WHO Checklist Sign-in**: identity & DOB check, ASA score, pregnancy/breastfeeding/flight checks, team briefing (procedure, site marked, imaging reviewed) — and it **automatically pulls in the VTE risk recorded at consultation**, prompting a review and a Clexane decision. No hunting through notes.
- **B2 – Laser Operations Log** — device settings and energy delivered.
- **B3 – Prescription Chart** — local anaesthetic and drugs given.
- **B4 – Treatment Notes & Procedure Sign-out** — completed before the patient leaves theatre.

Before they go home, the **first follow-up is booked** (~6–8 weeks out) and stockings are supplied per the A3 order.

Stage 4 — Aftercare & follow-up

- **Next morning**: Pabau prompts a **Courtesy Call – Day After Treatment** form, so someone from your team checks on every single patient — logged, every time.
- **Week 6–8 review**: the **C-pack** — C1 Sign-in checklist, review scan, C2 Notes & Sign-out, and the **C3 Follow-up Medical Report**. The patient is discharged, or booked for further foam/microsclerotherapy at your follow-up rate.

Beyond the core pathway

We'll also set up the forms that support everything around varicose veins:

- **Thread veins (thermocoagulation):** eligibility questionnaire, dedicated contract and consent, and the **T-pack** (consultation notes, psychological assessment, treatment notes, further-treatment form) — with "session 1 of 2" course pricing built into the diary.
- **Leg ulcers:** eligibility screening questions and the **Ulcer Assessment Notes**, paired with the longer ABPI consultation slot.
- **NHS & insurer work:** **MDT Proforma**, **NHS Clinic & Discharge Letters** for ICB reporting, and tariff-coded NHS services plus insurer-coded billing (AXA, Bupa) kept cleanly separate from your private price list.
- **Safety & prescribing:** Emergency Drug Chart, Emergency Call Log, electronic and private prescription forms.

How we'll get you there

1. **We build it for you** — locations, the packaged treatment menu, online booking and deposits, configured to your prices and protocols.
2. **Your forms, digitised** — we adapt the full vein-clinic form library above to your own wording, policies and letterhead; anything bespoke, send us the paper version and we'll rebuild it.
3. **Your journey, automated** — questionnaire on booking, consent on arrival, follow-up booking, aftercare call prompt.
4. **Your team, trained** — front desk, sonographers, consultants and management, each on the parts they use.

The result: every patient, at every clinic, gets the same safe, documented pathway — history taken before arrival, WHO checks and VTE decisions that carry through automatically, no missed consents, no missed follow-ups — running on the platform the UK's biggest vein clinic group uses every day.