

# Call Handler Script

## Non same day appointment

Booking non same day appointment requests using practice consult modality protocol

- Answer phone e.g. “ABC Medical Centre, how can I help?”
- Ask the patients name and bring it up on the pallet – look for any red flags, patient’s age and major health conditions
- Determine reason for call –If it is not for a same day appointment determine what the patient need is.
- If the patient need fits the practice protocol for issues that can be offered a Telephone or Video consultation you can say...

***“Our Drs now offer the choice of a telephone, a video, or an in person consultation for the kind of need that you have shared today. Do you have a preference of how you would like to have your visit with Dr?”***



Or

***“What you have shared with me definitely fits what our Drs see as needing an in person consultation. Let me book that appointment with Dr..... for you at the practice.”***

- If the patient prefers to have a telephone or video consultation the call handler should:
  - Ask the patient to be available at the agreed time in a quiet and private space to ensure privacy and confidentiality
  - If it is a video consultation ask about the device and connectivity to be used by the patient, as well as their comfort and confidence at using this technology
  - Tell the patient they will receive a link to the appointment via email or text and describe the process and/or send a ‘how to’ communication to them
  - Suggest a trial use prior to the appointment to build confidence
  - Ensure the patient is aware of the cost of the telephone or video consultation
  - Tell the patient that if the consultation is deemed by the clinician to be unsafe to complete over the phone or video call that an in person consultation will be arranged. In this case the telehealth consultation would not be charged for.
- **End call**

