  


**Digital Telehealth Appointment Prep – Scripting**

**CO**RONA**VI**RUS **D**ISEASE 2019   
(COVID-19)

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**Pediatric Triage Calls and Visits During COVID-19**

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| **Audience:** MA, LPN, or RN |
| **Revision Date:** 6/4/2020 |
| **Version:** Version #1 |
| **COVID-19 Response Team Owner:** Clinical Operations |
| **Date of Last Review:** 9/30/2020 |

Purpose

Scripting for pre-visit phone call (by clinical care team – MA, LPN, or RN). Outreach can be conducted 1-7 days prior to upcoming Televisit, to obtain clinical information and provide guidance for the video visit.

Digital Telehealth Video Visit Outreach Script

Hello [patient name],

I am [name, clinical title] who works with [provider name]. You have a scheduled video visit with him/her coming up. I want to make sure that the information in your medical record is up to date so your visit with [provider name] will go smoothly. Is this a good time for you to talk? I want to make sure you are not driving during this conversation.

*If they are driving or this is not a convenient time, arrange a time to call them back.*

I would like to confirm that we have the best phone number for you in case we have any difficulty and cannot connect during the video visit. Is [123-456-7890] still the best number to reach you at?

I see you are scheduled for [reason for visit] with [provider name]. Are there any other issues that you wish to discuss with him/her? (Assist patient with appropriate expectations for the visit—Agenda setting).

*Ask patient appropriate ROS related to the problem(s) identified for this visit.*

Please have your vital signs readings and monitors [examples: blood pressure monitor, blood pressure readings, glucometer, blood sugar readings, scale, thermometer, etc.] available at the time of the visit. We recommend you record these measurements one-hour prior to your visit.

I want to review your medications with you and see if you need any refills. Please have all your prescription and over-the-counter medication bottles with you at the time of the visit.

For the best possible visit, we recommend you find a quiet, private location with good Wi-Fi reception in your home or office. Please close any open applications on your computer, smartphone or iPad and, if possible, make sure other household members are avoiding using bandwidth (streaming music or TV shows) during your video visit. For your safety, I also need to let you know that [provider name] cannot conduct the video visit while you are driving. If you drive any time during the visit, the visit will be terminated immediately.

For your awareness, during your telehealth visit, you will not be asked to disrobe (get undressed) at any time. Due to privacy concerns, we are unable to provide examinations of sensitive areas that would require removal of undergarments via a telehealth visit. If an examination of a sensitive area is required, we will:

* + schedule you for an in person visit with a provider to allow for a chaperone to be present
  + provide a chaperone for your telehealth visit if examination of a sensitive nature is considered unavoidable. Only the area pertinent to the concern should be exposed.

*[Obtain the rest of the information as appropriate for the visit, including SIOH, other health screenings, test results, and other usual rooming workflow excluding vitals.]*

*(Use if medical assistant and provider will be in the same location at the time of the visit)*

I may be assisting him/her during the visit and will help arrange your next appointment and any follow-up tests or referrals that you may need.

I want to confirm that you have your [patient portal] account and login all set and if you are using a mobile device, that you have the [patient portal] app downloaded.

*(If no, ask if they are using a computer or smart phone).* Can I verify your email address (enter into EMR)? I will send you a link to get your [patient portal] account set up.

(If yes) I will be sending you a message via [patient portal] with a checklist and instructions, including a link to a video with this information. You can e-check in anytime between now and your visit. If it is the first time that you have logged into your [patient portal] account, it might take you a few minutes to get everything set up.

If you need help with e-check in, please contact [PHONE NUMER]

Do you have any other questions or concerns?

[Thank the patient and end the call]