



## STAFF SAMPLE SCRIPTS

Scenarios:	Script:
1. Patient's already on the schedule who need to be converted to Healow (unable to see in-clinic) (HEALOW)	<p><i>Hello, May I speak to the parents of (patient Name)? (wait for answer then respond) I'm calling from White Memorial Community Health Center, Dr. <b>(Last Name's)</b> office. The reason I am calling is because you have an appointment with <b>(provider's name)</b> on <b>(date of appt)</b>. We are calling to inform you that your appointment will be changed to a TeleHealth appointment which is done by Video calling with your provider. Do you have a smartphone or tablet with a camera? Maybe even a computer or laptop with a camera?</i></p> <p>If they answer yes to having any of these then give patients instructions for Healow TeleVisits. See instructions in Scenario #5: "Confirming Appointments: Yes (For Healow TeleVisits)"</p>
2. Patient's calling in to schedule an appointment	<p>The reason for visit will determine what script you will use.</p> <ul style="list-style-type: none"> <li>• Ask for the reason for visit.</li> <li>• If patient doesn't qualify for an in-person visit, then say the following:</li> </ul> <p><i>Due to the CoronaVirus we are taking several precautions to help keep our patients safe. We are offering TeleHealth visits which are done by a video call with your provider. It is safe, secure and as effective as an in-person visit. Do you have a smartphone, tablet or a computer with a camera?</i></p> <ul style="list-style-type: none"> <li>• If yes, move to workflow: Web Enabling and provide patient instructions on how to join Healow TeleVisit.</li> <li>• If no, schedule a telephonic visit.</li> </ul>
3. Pre-registration process for confirming appointments and for same day appointment scheduling	<p>Use this script when calling patients to confirm their appointment for the next day:</p> <p><i>Hello, May I speak to the parents of <b>(patient name)</b>? My name is ____, I'm calling from White Memorial Community Health Center to remind you of your appointment tomorrow with <b>(provider name)</b> on <b>(date of appt)</b>. Will you be able to attend to your appointment?</i></p> <ul style="list-style-type: none"> <li>• <b>Yes</b>- great! I am going to ask you a few questions so that we can pre-register you for tomorrow's visit. If we need to update their ID and insurance card, say: <i>"To finalize your appointment, please email us or bring your ID and insurance card"</i>. Also, remind patient of 10-minute grace period.</li> <li>• <b>No</b>- <i>Not a problem, I can reschedule your appointment. If you don't mind me asking, what is the reason you won't be able to attend your appointment?</i> <ul style="list-style-type: none"> <li>○ Keep log of reasons why people can't attend or join their Healow TeleVisit so that we can come up with ways to help them attend.</li> </ul> </li> </ul>
4. Setbacks (e. g: No email, no way of Video Calling	<p><b>No email-</b> <i>"We are still able to schedule you for a TeleHealth Visit without your email address but you will not have access to our patient web portal app or your account."</i> Use the handout "TeleVisit Guide for Patient-Healow" to explain TeleVisit Process for patient.</p> <p><b>No way of video calling-</b> Schedule Telephonic visit</p>
5. Confirming Appointments	<p><i>Hello, May I speak to the parents of <b>(patient name)</b>? My name is ____, I'm calling from White Memorial Community Health Center to remind you of your appointment tomorrow with <b>(provider name)</b> on <b>(date of appt)</b>. Will you be able to attend to your appointment?</i></p>

	<ul style="list-style-type: none"> <li>• <b>Yes (if coming into clinic)-</b> <i>Great! Just so you are aware we are taking every precaution to be safe so make sure you park on the first or second floor, only one parent can come up with the patient. Please wear a mask and arrive 15 minutes before your appointment because we are taking precautions and screening everyone at the entrance for the CoronaVirus. We have a 10-minute grace period, if you arrive after our grace period your appointment may be cancelled. Do you have any questions?</i></li> <li>• <b>Yes (for Healow TeleVisits)-</b> Inform the patient that they will receive the following once the appointment has been converted into a Healow TeleVisit: <ul style="list-style-type: none"> <li>○ If they have an email: A confirmation email letting them know that they have been scheduled for a future visit.</li> <li>○ Two days before the appointment the patient will receive a text and an email (if they have one) with a reminder of their appointment.</li> <li>○ On the day of the appointment, the patient will receive a text message with a link for their TeleVisit and a call from a Medical Assistant 10 minutes before their scheduled appointment time.</li> <li>○ Please make sure you are in a secure and quiet place during your appointment- for example: no driving or no loud music/TV in the background.</li> <li>○ Patient <b>MUST</b> be present during video call.</li> </ul> </li> <li>• <b>No-</b> offer to reschedule</li> </ul>
6. If patient is insisting on coming in: (walk-ins)	<p><i>Due to the CoronaVirus, we are taking several precautions to help keep our patients safe. In order to best serve you we are offering TeleHealth visits which are done by a video call with your provider. It is safe, secure and as effective as an in-person visit. Do you have a smartphone, tablet or a computer with a camera? Often the problem could be addressed during the video call, however if the doctor feels he/she needs to see you then an appointment will be made for you to come in during the afternoon.</i></p>