



HEALTH CARE HOME

Booking a video consult over the phone

Receptionist script and process for booking patient appointments

Good Morning/Afternoon (*Practice Name*) you are speaking to *XXXX*. How can I help you?

Patient Requests an appointment

Do you need an appointment today, or will the next available do?

“Dr *XXXX* is trying a new system whereby he does a virtual consult /video consult. Do you think your problem could be managed in this way. If not then we can do the usual booking system. If you feel it may work then...”

Find a video consult appointment

Use the usual phone triage OR appointment slot

Panel 1: Communicating with patients

Patient: Hello can I see a doctor today?

Call handler/ Receptionist: Dr *XXXX* is trying a new system whereby he does a virtual consult /video consult. Do you think your problem could be managed in this way. If not then we can do the usual booking system. If you feel it may work then

Panel 2: Communicating with patients

Call handler/ Receptionist: Do you need an appointment today, or will the next available do?

Patient: I need to be seen today thanks

Panel 3: Communicating with patients

Call handler/ Receptionist: The Doctor will give you a video consult and see what the best plan is.

Patient: That sounds good!

Panel 4: Communicating with patients

Call handler/ Receptionist: Thank you the doctor will see you online for your appointment

Panel 5: At appointment time

Patients Doctor: Hello how are you feeling today?

Patient: I feel..