## 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?

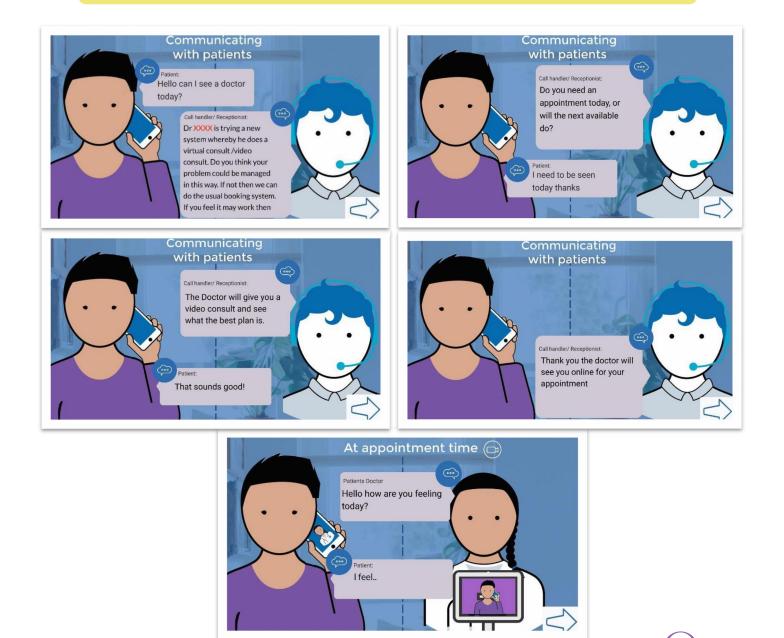
Patient Requests an appointment

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



Reception Script for Phone Booking Video Consult | 15/11/22 | April 2023

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