**Patient Communication Scripts for Departments Conducting Telehealth Video Consultations.**

Fields highlighted in yellow should be altered per each department

**Phone script**

Hi (patient name)

This is Western Health (department) calling to confirm your (clinic) appointment on (date) at (time),

This appointment will now be completed via a Telehealth Video Consultation

All you need is a smartphone, tablet or desktop computer. We recommend using headphones with a built in microphone if possible.

*\*if the patient does not have any of the above devices, advise there appointment will be conducted over the phone.*

We will send you a text message with a link to your video consultation and we will also send you a link to complete a test video call to confirm whether you device will be suitable.

Please complete this prior to your appointment. If your test is not successful please give us a call.

Please connect to your video call at least 15 minutes before your appointment time to allow for preparation time.

The clinic staff will be notified when you enter the Telehealth video consultation waiting room.

You may have to wait as with a face to face clinic and we thank you in advance for your patience and understanding.

We recommend having the below ready for you appointment:

* Appointment letter
* Medications
* Support person(s) if applicable
* Any Questions you may have
* If using a tablet or desktop / laptop computer have Mobile phone as back up (on silent)

Further information for patients:

Location

* Privacy and noise: Choose a location that you are least likely to get interrupted.
* Lighting (avoid back light and fluro as can cause flicker)

During the call

* Speak up
* If you have a question, just ask
* Look into the camera to achieve good eye contact

**Text message script:**

You have a Telehealth Video Consultation appointment at 9.00am on 16/06/2020, in Pre-admission clinic, Western Health. Test your device first here: <https://vcc.healthdirect.org.au/precall>. Please click this link to start you video consultation: <https://vcc2.healthdirect.org.au/womenschildrensspecialistclinics>. Or visit <https://telehealth.wh.org.au/> To cancel / reschedule please call 03 8345 ####

**Email:**

**Use same as a text message with the attached information leaflet for further information for patients.**

**Subject:** Telehealth Video Consultation (department) Western Health

**Attachment:**

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Dear (patient first name)

You have a Telehealth Video Consultation appointment at 9.00am on 16/06/2020, in Pre-admission clinic, Western Health. Test your device first here: <https://vcc.healthdirect.org.au/precall>. Please click this link to start you video consultation: <https://vcc2.healthdirect.org.au/womenschildrensspecialistclinics>. To cancel / reschedule please call 03 8345 #### .

Kind Regards

(Department)

**iPM Appointment letter example:**

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**Generic Department Patient Information Leaflet (send with iPM letter)**

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**Further information to assist staff:**

<https://about.healthdirect.gov.au/video-call>

<https://help.vcc.healthdirect.org.au/conductavideocall/whatyouneedtomakeavideocall?from_search=43237071>

Troubleshooting: Issues during a Video Call

<https://help.vcc.healthdirect.org.au/57493-category-3/issues-during-a-video-call>

REF«PatientID»\_«ApptDate»\_«DateReceiptAcknowledge»\_«PatientPostCode»\_«PatientForename»

SMS:«PatientMobilePhoneNumber»

**Administrative Telehealth Script – Arriving patients within the Telehealth wait room**

Hi (Patient name)

My name is (insert staff name) and I’ll be checking you in for your appointment today

Can you please confirm the following details?

1. Full name
2. Date of Birth
3. Address
4. Telephone number (add all mobile numbers within the mobile field)
5. Next of Kin details
6. Medicare Card (Ask patient to show you the Medicare card) / if no Medicare card confirm insurance type as per current arrival process
7. GP details
8. Is your consultation taking place at home or in another location

Thank you, the clinic staff will be notified that you have entered the Telehealth video consultation waiting room.

You may have to wait until a clinic staff member connects with you.

If for whatever reason you are to disconnect please select the link and re-join the waiting room. If you have any issues connecting please contact #### ####