

Telehealth Consent: Telephone Script for Scheduling Patient Appointment

PATIENT NAME:

MEDICAL RECORD NUMBER:

DATE:

PARENT/GUARDIAN NAME:

STAFF NAME:

“May I speak to (patient’s name)?”

“Hi (patient’s name). I am calling about your upcoming appointment with (name of provider) on (date and time). Because of COVID-19, we cannot see you in person at the clinic, but we can use a telehealth visit.”

“Let me tell you more about telehealth visits.”

“Telehealth is a way for you to talk with us from any place, including home. You don’t have to come to the office, so you won’t risk getting sick from other people. You can talk with us by phone or computer, and we can use video to see each other.”

“As usual, we will bill your insurance for the appointment, and your information will be kept private in the medical record.”

“Is it okay to use a telehealth visit for your appointment?”

Yes No

Document choice in patient electronic health record.



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