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| #1 Objective Scheduling receives incoming phone call from patient not on MyChart  *Yes*  **Great! With Virtual care, you will still receive the best possible care from you from your provider with the added safety of staying in your own home.**  **Are you calling from a mobile device or a landline?**  **Great.** *Option 1*  **If you prefer a video virtual visit, we can do that too if you have a mobile device or desktop computer with a camera and internet access.** *Option 2* | |  | | --- | | Telephone consult Care Script #1Telephone | Link to other online properties: Portfolio/Website/Blog |  ScriptStaff • **Hello** [patient’s name], **thank you for your patience. For verification, may I please have your date of birth? What number can I call you back at if our line gets dropped?**  **Protecting your health and safety during the COVID-19 outbreak is our priority.**    **What are your concerns today?**  **For your safety and convenience, we are offering patients the option of visits with their primary care provider by virtual visit. Would you be interested in this option?**  **May I ask a few questions to enable us to offer swift, safe and convenient options?**  **Do you have known contact with the Coronavirus (COVID-19)?**  **Have you traveled to anywhere with Coronavirus cases?**  **Do you have a fever?**  **Do you have a dry cough, shortness of breath, congestion or a sore throat?**   Option 1: Phone Consult **We can set up a phone appointment right now.**    **We have got you scheduled for a phone visit on** [time and date]. **Please be ready to receive a call from your doctor at that time.**  **If the phone call gets dropped in the course of your appointment, hang up and wait for your doctor to phone back and resume the call.**  **Thank you for your understanding during this time. Your health is a priority for us. We look forward to talking with you then.** Option 2: E-Visit **I see that you do not have a MyChart account.**  **In order to schedule you for a video appointment, we will quickly set up your MyChart account right now. It is very quick and easy.**  **What is your mobile phone number?** [Initiate text activation code]  **I just sent a text message to your phone with an instant activation code. I will stay on the line while you click the link to activate your account. If we get disconnected, I will phone you right back.**  **What is your email address?**  **I just emailed instructions to you to set up your MyChart account.**  **Once you activate your account we can schedule your virtual visit.**  *Patient activates MyChart account.*  **It is better to use your mobile device (smartphone or tablet) for video visits. The camera quality is generally better than a desktop computer.** Schedule the appt *Under “Visit Type” select “Phone Consult” for a visit conducted by phone or “MyChart Virtual Visit” to schedule a virtual video visit conducted via Zoom.*  Staff: **You will receive a visit reminder** [\*\*\*days\*\*\*] **before your phone consult/virtual visit.**  Video Visit instructions:  **If you plan to conduct your video visit on your mobile device (smartphone or tablet), download the free MyChart Mobile app for Apple ios or Android.**  **Thirty minutes before your virtual visit, you can log into MyChart from your desktop computer *if it has a camera*, or your mobile device via the MyChart Mobile app.**  **You will be prompted to do an eCheck-in to verify your information, allergies, medications, health issues, and insurance.**  **Once you complete the E-Check in, you can hit the “Begin Visit.” If the provider has not already joined the videoconference, do not worry!**  **You will be in a virtual waiting room until they sign on, and you can go ahead with your visit.**  **If your provider is running late, our support staff will attempt to reach out to you via** [\*\*\*MyChart Message?\*\*\*] **to keep you informed while you are waiting.**  **If the virtual video visit gets dropped in the course of your appointment, you have a thirty-minute window to log back in via the MyChart app and Zoom portal. Simply log back in.**  **Just like an in-office visit, you will receive an After Visit Summary in MyChart after the visit is completed.**  **Do you have any questions?**  **We look forward to seeing you on** [time and date].  **Thank you for calling \_\_\_\_\_\_\_\_\_ Clinic.** |