



Service Planning and Clinical Services Expansion during the COVID-19 Pandemic

Script for patient calls – Rescheduling delayed service

PURPOSE

Instructions and telephone script for staff speaking to patients about care that is being rescheduled following a delay due to the pandemic.

This may apply to:

- Medical imaging appointments
- Treatments and therapies
- In-hospital consultations
- Procedures and surgeries

Notes:

- Obtain patient consent for the telephone call. You will be prompted in the script.
- Modify this script as needed based on your current service offerings and processes, and the patient's care plan.
- Patient Relations can help with communication between the patient and health care team in cases where there are questions or concerns that may benefit from being discussed in greater detail, e.g. social, emotional or mental health issues. **Offer the patient contact information for Patient Relations – 519-685-8500 ext. 52036.** Please indicate that:
 - Contacting Patient Relations is the patient's choice and is optional.
 - Patient Relations provides an opportunity for the patient to speak further with someone outside of their health care team, and to have their concerns and feedback documented.



TELEPHONE SCRIPT

- Hi, may I speak with **[patient name]**?
- This is **[caller name]** calling from **[clinic name or physician's office]** at London Health Sciences Centre. Is this a good time to talk?
- For privacy reasons, I want to make sure that I'm speaking to the right person. Can you please tell me your date of birth?
[If further information is needed to confirm the patient's identity, ask for OHIP# or name of primary care doctor or date of last visit to the hospital or clinic.]
- And could you please confirm that you approve speaking with me today on the phone about your care at LHSC?
 - *[Document answer]*
- Thank you. I'm pleased to be calling you today to reschedule your **[test/appointment/procedure name]**.
- We recognize that waiting for care can be difficult. We appreciate your patience and understanding during this challenging situation.
- **[Schedule appointment – modify as needed]**
- I would like to review some options with you for scheduling your appointment. Are you able to look at some dates with me right now?
 - *If no, schedule another call.*
- Here are the date(s) and time(s) that we have available. **[List options]**
Which will work for you? **[OR if only one provide the available date and**



time, and confirm that they are available.]

- Do you have a pen handy to write down this important information?
- To confirm, your **[test/appointment/procedure name]** is scheduled for **[date]** and **[time]**. It will take place in the **[clinic/service name]** at **[hospital site]**. The closest place to park is **[state visitor parking lot]** and you can enter the building at **[state entrance]**. **[Add any further directions as needed.]**
- As you may have heard, the hospital is slowly and carefully expanding care to more patients. However, we still face a lot of challenges and must be ready for whatever COVID-19 might throw our way.
- LHSC is still having to delay many appointments, tests and procedures for other patients. It is very important that you do attend your appointment. Please be sure to let us know if you cannot attend so that we can offer this time to another person who is waiting for care.
- I also want to reassure you that the hospital is safe. We have put many measures in place to maintain a safe environment and reduce transmission of the virus.
- I'm going to review several items with you so that you know what to expect when coming to the hospital. It might be a different experience if you've been in our buildings before.
- **[Refer to the patient checklist for booking to review the applicable guidelines. Please add any specific information as needed.]**



London Health Sciences Centre

- We look forward to seeing you soon. In the meantime, you can contact us directly if you have any questions. Do you know how to get in touch with us? **[If no, provide clinic contact information if requested]**
- If your symptoms change at all, including **[add specific examples]**, please call us or your primary care physician.
- If you experience severe symptoms such as **[add specific examples]**, please call 911 or go to the Emergency Department. Again, please know that the hospital is safe.
- ***[teach-back moment]*** I just gave you a lot of information, and I want to be sure that I was clear. Could you repeat back to me which symptoms you are watching for, and when you should call us or seek emergency care? You may want to write these down.
 - **[provide the information again if needed]**
 - **[if correct]** Yes, that's right. Thank you.
- **[If applicable:]** We will notify the doctor who referred you that your **[appointment/test/procedure]** has been scheduled.
- Thank you for taking the time to speak with me today. Do you have any questions for me?
 - *Answer as best as you can. Potential questions and answers are listed in the resource document provided by LHSC. Please refer to Patient Relations if they have general concerns or consult with your leader.*
- Thank you again. Goodbye.