SFDPH Zoom Video Visit Patient Sign-Up Script – Marisol Edited 12/16

CONTACTING THE PATIENT

IF VOICEMAIL:

"Hello, this message is for _____. My name is _____ calling you from RFPC at San Francisco General Hospital. I am calling to see if you are interested in doing a video visit (instead of a telephone visit) for your appointment with *[Provider]* on_____ *[day/date/time of appointment].* If you would be interested in doing a video visit, Please call me back at 628-206-8494. **[END CALL]-   indicate in notes sections "LM for video visit"**

IF CALL ANSWERED:

"Hello, may I speak with _____.? *(When patient on phone):* My name is _____ and I'm calling from the [CLINIC] at San Francisco General Hospital. **(Confirm identity** *through DOB and home address or other appropriate identifying information).*

I am calling to see if you would be interested in doing a video visit instead of a telephone visit for your appointment with *[Provider]* on_____ *[day/date/time of* ?

If NO: Schedule telephone/ in-person visit with Provider

If YES:
   - o *Do you have a device with a camera?*
   - o If NO- Schedule telephone/ in-person visit with Provider

   - o IF YES- Go to next question
- *Do you have wifi or an unlimited data plan?*
   - o If NO- Schedule telephone/ in-person visit with Provider
   - o IF YES-Switch the appt to THV

"I have switched your telephone visit to a telehealth video visit.
   - o *DO you need help setting up for zoom?*
   - o IF YES- schedule a Video set up appt.
   - o IF NO-Provide the providers PMI # and let them know the day of the appt someone will call them 10-15 minutes before the provider enters the visit room.

If video set up appt is not available, secure chat Health Worker/Nurse to indicate which pt's need zoom set up support

Indicate in notes sections "video visit confirmed" "THV confirmed/needs video visit set appt" "Declined THV""LVM for video visit"