Initial Phone Script with Patient when rescheduling Clinic to an eVisit or phone call

**Please note: Prior to calling the patient, please go into PCS to see if an email is on file; if so, verify that it is the accurate email

Hello, may I please speak with <insert patient name>.

Once patient is on the line

This is <insert your name> calling from <physician name>'s office at KHSC. I'm calling to inform you that we need to cancel your in-person appointment scheduled for <insert original date> and would like to reschedule the appointment to be conducted as a videoconference.

Would you be comfortable conducting your clinical appointment through an eVisit on your computer, smartphone, or tablet?

If no, offer a telephone consultation as an option and book a date and time. Be sure to follow workflow process of booking visit in PCS.

If yes, follow the following script:

Great! KHSC is now offering Clinical eVisits using a secure online tool called Reacts which I will email you full instructions on to ensure you feel comfortable using it for your appointment with <insert physician name>.

Does <date/time> work for you? *(Choose date/time)*

Now I will need to confirm some information with you as well as provide you with some information, that will all be included in a follow-up email I will send after this phone call.

1. Can you please confirm your email?
2. Next, there are some technical requirements you should be aware of. Do you plan on using your computer, tablet, or smart phone? *(Depending on what they say, outline the information that pertains to the patient you are speaking with)*
    - Computer, tablet, or a smart phone
        - If using a **computer**, confirm that they have a webcam, speakers, and microphone (or headphones with microphone capabilities)
        - If using **computer,** explain that they will be required to use Google Chrome as their web browser (note that the Chrome browser is free to install, and instructions are in the email to follow); not Internet Explorer, Safari, Edge, etc.
        - If using a **tablet or smart phone**, explain that it must have iOS 10 or higher (iPhone) **OR** Android 7 or higher.
    - Internet connection (cellular, wi-fi, or wired)
    - Using Reacts for your eVisit has some privacy and security risks that your health information may be intercepted or unintentionally disclosed. We want to make sure you understand this before we proceed. In order to improve privacy and confidentiality, you should make sure you are in a private location, like a room where you can close the

door, and you should avoid using someone else's computer or device as they may be able to access your information.

- o If you want more information, please check the link on our ==website==. If it is determined you require a physical exam, you may still need to see your doctor in person. You should also understand that virtual care is not a substitute for attending the emergency department if urgent care is needed.

After this phone call, you will be receiving an email from Reacts that will help you create an account in Reacts (Note: this may go into your junk mail or promotions tab so if you do not see it in your inbox, be sure to check in the other folders)

You will also be receiving an email from me that will provide clear instructions on how you can access Reacts, set up your account, and join a videoconference with <insert physician name>.

Finally, once the appointment closes, you will notice there is an option to text message. These text messages will not be monitored, therefore, they will not be read or responded to. It is important that if you need to communicate with me or the doctor that you call me at <insert number>.