

Video Visit Screening & Script

Script:

We are now offering video visits to our patients. Video visits are visits you can do using your smartphone, computer, or tablet. It is like using Facetime and Zoom. Video visits will allow you to receive health services in the comfort of your home and will still allow us to see and talk to each other during the visit.

With video visits,

- You don't have to come into the clinic and will still get the same quality services you would if you did go in to see your provider, like your doctor or nurse practitioner, in the office.
- There is no travel time or transportation cost and less or no wait time.
- Your nurse/provider will be able to see you and assess you over video. You'll be able to show your provider anything you would like to instead of trying to describe it over the phone.

We're asking all our patients questions to see how ready they may be for video visits. Would it be okay to ask you these questions? ***If yes, continue with questions below. If no, explore reason why, thank the patient for their time, then stop here. Note reason here:*** _____

- a. Do you have reliable internet access at home, Wi-Fi or an unlimited cell phone data plan?
- b. Do you have a smartphone, computer, iPad, or tablet with a camera that can take video calls?
- c. Do you feel comfortable with:
 - i. Using the video camera on your smartphone, computer, or tablet?
 - ii. Following a text link on your smartphone?
 - iii. Using the My Wellness Patient Portal?
 - iv. Using applications like Zoom, or are willing to learn how to use Zoom*?
- d. Do you have a family member or support person you trust that can be with you and help you during the video visit?

**If patient is willing to learn, provide assistance, information, and instruction on Zoom and downloading the application.*

If "Yes" to all questions, say to patient, "You're a good candidate for video visits, would you be interested in doing video visits with your nurse/provider?"

- If "Yes,"
 - Provide verbal/written consent
 - Schedule patient's next follow up appointment as a video visit using video visit appointment type
- If "No,"
 - *Ask patient*, "Can you tell me why you may not be interested in video visits right now?"
Note reason here: _____
 - *Say to patient*, "Thank you for considering video visits. Please let us know if you have any questions or change your mind and are interested in trying the video visit."

If “No” to all questions, say to patient, “Thank you for answering our questions. Your answers will help us prepare our patients for video visits in the future.”

If “No” to only question “d”, use clinical judgement to determine if patient is a candidate for video visit.

- If patient is a candidate, say to patient, “You’re a good candidate for video visits, would you be interested in doing video visits with your nurse/provider?”
 - If “Yes,”
 - Provide verbal/written consent
 - Schedule patient’s next follow up appointment as a video visit using video visit appointment type
 - If “No,”
 - Ask patient, “Can you tell me why you may not be interested in video visits right now?” Note reason here: _____
- If patient is not a candidate, say to patient, “Thank you for answering our questions. Your answers will help us prepare our patients for video visits in the future.”