



## 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:**

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

“I have switched your telephone visit to a telehealth video visit.

- DO you need help setting up for zoom?**
- IF YES-** schedule a Video set up appt.
- 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”**