

PSR Video Visit Script

Scheduling Script:

Due to the concern about COVID-19 virus and to avoid putting you at risk by being near sick patients, we would like to offer you a video visit instead of coming into the clinic. Video visits enable our doctors to offer the same quality of care virtually as we provide in-person without leaving your home. It is a very simple and fast process. Before scheduling your appointment, we would like to ask you a couple of questions:

1. Access to a Device?

- Smart phone
- Computer
- Tablet/Wifi

2. Access to Internet?

- Access to Wifi
- Unlimited data

3. Comfort?

- Are you comfortable utilizing video platforms?
- Do you have a family member who would be able to help you?
 - If no, would you like one of our staff members to help you?
 - Yes → send TE to EHR Trainer who will contact patient.
- If patient answers Yes to questions 1-3 schedule video visit.
- If no, offer phone visit.

Flipping Phone to Video:

Good afternoon, I am calling you in regards to your appointment with (Providers name). (Providers name) would like to have a video visit with you instead of speaking over the phone. Video visits enable our doctors to offer the same quality of care virtually as we provide in-person. It is a very simple and fast process. Before scheduling your appointment, we would like to ask you a couple of questions:

1. Access to a Device?

- Smart phone
- Computer
- Tablet/Wifi

2. Access to Internet?

- Access to Wifi
- Unlimited data

3. Comfort?

- Are you comfortable utilizing video platforms?
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