

## Phone Script Template

| <b>Phone Script</b> |   |
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| <b>Intro</b>        | <p>Hello, my name is ____, and I am calling from the __Department__ Clinic. May I speak to __patient__?</p> <p>I am calling to prepare you for your upcoming virtual appointment with Dr. ____ today, and just need to ask you a few questions to get you all set up.<br/>                     [start linking your Centricity note to the appt visit from here]<br/>                     [quickly click through the Telemedicine form: select audio and video, doxy.me, Home or other Rutgers location as default, you can change it later, and also ask patient quickly if their home is in NJ or another state]</p>   |
| <b>CC</b>           | <p>Can you tell me the purpose of your appointment today? Is there anything you would like to tell the doctor today about how you've been feeling?</p>  |
| <b>Med review</b>   | <p>For your safety, we would like to review your medications and how you are taking them.<br/>                     Can you please confirm which medications you take at home, which doses they are, and how frequently you take them? [note: instead of asking patient to tell you one by one, you can read the patient the list of meds that auto-populates into the note and ask them to verify]<br/>                     Do you need any refills of these medications? [don't need to ask which specific meds, just write "needs refills"]<br/>                     Do you have any allergies?</p>   |
| <b>Vitals*</b>      | <p>Normally when you come into the office, we take your blood pressure, pulse, temperature, and weight. If possible, we would like to record these in our electronic medical record for today.<br/>                     "Do you have a blood pressure cuff at home? Would you be able to measure your blood pressure quickly for us?<br/>                     Do you have a device to measure your oxygen at home? Would you be able to measure your oxygen level quickly for us?<br/>                     Do you have a scale to weigh yourself at home? Would you be able to measure your weight quickly for us?<br/>                     Lastly, do you have a thermometer at home? Would you be able to take your temperature quickly for us?<br/>                     How did you take it?" (i.e. forehead, mouth)</p> |