

## **Video Conferencing/Telephone Call**

My name is \_\_\_\_\_, I'm calling from the Royal National Orthopaedic Hospital.

Due to Corona Virus, we are reducing our face to face appointments.

First of all, can we please confirm your best contact details:

Has your address changed?

Please confirm and read out your email address.

Please confirm your best contact number.

We still want you to keep your appointment and we can offer it virtually. Would you prefer a video or telephone call?

## **Video Conferencing**

Do you have access to a computer, tablet or smartphone with Chrome or Safari installed?

Your original appointment time will not change but the consultation will be provided via our video conferencing software. We will send out an appointment letter via email, giving you instructions on how this process works.

Any concerns, please contact \_\_\_\_\_(unit number/contact details)

If no, move to telephone scripts

## **Telephone**

Your original appointment time has not changed but the consultation will be provided over the telephone rather than in the hospital.

Please have your telephone to hand at your original appointment time.

Any concerns, please contact \_\_\_\_\_(unit number/contact details)

## **Face to Face**

My name is \_\_\_\_\_, I'm calling from the Royal National Orthopaedic Hospital.

We are calling to confirm that your appointment will go ahead at hospital as normal, as per your appointment letter.

If you have travelled to countries affected by corona virus or have a fever, cough or shortness of breath, please do not attend hospital and either visit the NHS 111 website or dial the NHS helpline on 111.

If yes to either of the above please do not attend the hospital. Please contact NHS 111 online for further advice and your appointment will be re-scheduled”

\*\***(NB: it is preferable to advise Pts in the first instance, to use the online service where possible – but they can also simply dial 111 if easier)**\*\*

Are you willing to share your email address so we can send you a link?

If not - Are you willing to type the link in?

Would you be happy to log in 30 mins before your appointment time and wait somewhere you will not be disturbed? Are you willing to wait until we call you?

Do you anticipate you will need support to do this?

Do you have anyone who could help you at home (eg family / friend)?

**We're ringing to confirm that your appointment will be going ahead in the hospital.**

**Prior to your appointment, please check the Royal National Orthopaedic Hospital website for information**

**Face to Face**

**Video Conferencing**

Please can you confirm

**Video Conferencing**

Following advice from, and in response to COVID-19, we are moving face to face appointments to video conferencing and telephone appointments.

Our clinicians have identified you as a patient who can be seen via our video conferencing software, Attend Anywhere. Are you happy to be seen via video conferencing?

  - Please confirm email address so that we can send you appointment information and how to join the call.  
 - Please confirm your telephone number so that we have a backup way to contact you.



Yes – Please

and if so, could you please confirm your **email address** and **telephone number** so that we can send out information about your appointment

As part of this work, we need to confirm your

Our clinicians will judge

Please could you confirm your

-

moving face to face appointment

We are following x—— advice and converting face to face appointments to phone or videoconferencing appointments due to COVID19.

#### Video call option

Do you have access to a computer / tablet / smartphone with Chrome or Safari installed?

Are you willing to share your email address so we can send you a link?

If not - Are you willing to type the link in?

Would you be happy to log in 30 mins before your appointment time and wait somewhere you will not be disturbed? Are you willing to wait until we call you?

Please note there may be a delay up until x—— after the appointment time.

Do you anticipate you will need support to do this?

Do you have anyone who could help you at home (eg family / friend)?

#### Phone call option

Do you have access to a phone?

Are you willing to have a phone call?

Would you be happy to be ready 30 mins before your appointment time and wait somewhere you will not be disturbed? Are you willing to wait until we call you? Please note there may be a delay up until x—— after the appointment time.

Do you anticipate you will need support to do this?

Do you have anyone who could help you at home (eg family / friend)?

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Please note that if you opt in to a face to face appointment, we may need to cancel this altogether pending the Governments advice.

Reassure that this is only due to current situation and things will return to normal as and when COViD settles down.

Thanks for understanding etc