

Telemedicine Scripting for Patients

Southern Illinois Healthcare

Acknowledge the Patient/Family/Caregiver	Smile. Make eye contact. Use reassuring verbal and non-verbal cues. Address the patient by name.
Introduce Yourself	“Hello, My name is _____. I’ll be assisting with your telemedicine consult today.” “Please ask me any questions you may have, at any time.”
Identify the Patient	“Can you please state your name and date of birth?”
Identify Telemedicine Equipment	“This is our Telemedicine device. Once I make the connection, you will be able to see (Provider Name) and (Provider Name) will be able to see and communicate with you as if you were in the same room.”
Explain the Telemedicine Process	“(Provider Name) will be able to perform their exam and give you an opportunity to ask questions. I will assist as necessary. Telemedicine is private. It is not recorded. The provider, you and whoever is in your room will be able to see and hear the video. Following your exam, (Consulting Provider) will develop the best treatment plan for you.”
Consent	“You have the right to refuse consult by telehealth if you prefer an in person consultation.” Explain alternative in person consultation requirements.
Clarification	“Do you have any questions? Would you like for me to review anything?”

*Remember: Your patient may be frightened. When individuals and family are nervous and fearful, they may not comprehend portions of what you are telling them. Depending on the nature of the consultation, they may be incapable of fully understanding the information that is being presented. Adapt your approach accordingly. Education levels vary among the population be prepared to respectfully customize your teaching. Remember your patient comes first.