

Clinical Encounter Script



Administrative

Prep

(These questions could be addressed by administrative staff.)

- Open any required reference documents, including the Electronic Communication Consent form.
- Open the patient's **EMR** for easy reference.
- Update** pertinent patient information in the file.
- Note reason for visit.
- Ask the patient if they have any information (blood pressure readings, etc.) or photographs to send that pertain to today's visit.
- For **security** purposes, ask for **photo ID** (e.g., driver's licence) and to see the patient's health or insurance card.
- If the patient is a dependant (child, parent, other) confirm their identity as well.
- Confirm their **health card or insurance information** matches their file.
- Confirm the patient is from or in the **province/territory** where you hold your medical licence and billing number.
- Confirm the patient has **read, signed, and submitted** the Electronic Communication **Consent** form.

Script guidelines

Introduction for first-time appointments

These are broad-based guidelines, based on experience in virtual medicine platforms. They may need to be modified, depending on the particular nature of each encounter.

- My name is Dr. _____. May I ask you some questions for security purposes? (*see above*)
OR Has my staff gone through some questions for security purposes?
- Are you in a private location? If not, could you go to one?
- Is there anyone **off-camera**, listening in?
- Go through some **key points** from the Electronic Communication Consent form:
- Privacy limitations – being overheard; risks of electronic communication, etc.
- Medical limitations of a virtual appointment.
- Reiterate that their consent includes allowing our doctor's office and TelehealthMD to collect and use their personal health information, as indicated in the consent form.
- Obtain verbal consent to proceed:
"Before continuing with this video appointment, I want you to understand that there are some privacy and security risks that could allow your health information to be intercepted or unintentionally disclosed. Do you understand this and agree to continue?"
- What brings you to see me today?

Wrap-up

- Review discussion and findings.
- Ask if they have any questions.
- Confirm any prescriptions, and which pharmacy to send them to.
- Advise on follow-up appointment if required.