

## Scripting – Patient Phone Call Visit

**Purpose:** This document is intended to guide the telephone visits from our remote / virtual visit toolkit during the COVID-19 office closure. We will be reaching out to all of our active patients, so it is important that these calls are concise. Please adjust content to your patient's situation.

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**Introduction:** two lines so they know we are following their care and not calling for the sake of calling

- The clinical team has reviewed your chart [and your images]
- During your last visit, we [changed your arch wire], and when we see you next, we will...

**Targeted Questions:** three or four specific questions to guide the call

- Is anything loose or broken?
- Are you comfortable?
- [How are your elastics?]
- Do you have any other concerns about your braces?

**Wrap-up:** remind them that we're here

- It is really important now more than ever to maintain good oral hygiene
- We will check in with you again by phone in [10] weeks
- If you have concerns before then, you can contact by [email or phone]

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We have scripting to help with a range of questions, but please escalate when necessary:

- If they really want to speak with the Doctor, schedule a separate phone call (or virtual visit)
- If they have specific financial questions, schedule a separate call with your Financial coordinator