

some top tips for

telephone and video consultations

based on feedback from patients*

Before the call

Do you know the patient? If not, read the notes

Keep as close to the scheduled time as possible

Find a quiet and private space if you can & think about lighting and background



Have a back-up phone number just in case

the call

Introduce yourself, using your title and what clinic you are from

Check in with the patient: "can you see me OK / can you hear me ok?" (and check that you have the right patient - name, d.o.b. etc.)

Reassure them - "I can always call if we have problems"

Don't rush it - give them time to take notes

Recap and summarise, especially for long or complicated calls

"Hello, this is Doctor Shah, We met when you came to Doctor Stuart's clinic in January..."

or

"My name's Dr Connell. We haven't met but I work with Dr Roy's team at the Churchill"

and remember
- it's a
conversation,
not a Q&A



before you sign off

Check that they have no questions (and remember: it's easy to not say things on the phone)

Clarify next steps: who / what / when / bloods / tests

Ask for feedback - how was it for you? do you have a preference for phone or video? Would you be happy to do this again next time? Did you know that you can invite someone to join the call?

