

Suggested script for staff during the COVID-19 Pandemic

Good morning/afternoon Mr/Mrs/Ms <insert patient name> my name is <clerks details> and I am calling from <Hospital Name> hospital.

I am calling in relation to your <insert procedure name> surgery waitlist booking under Dr <doctor's name>.

Have you got a few minutes to talk to me now about this? <If the patient responds "yes" – continue, if the response is no – ask for a preferred time to discuss today or tomorrow>.

Due to the Coronavirus/COVID-19 pandemic we are having to make changes to our routine elective surgery schedule. <Insert Doctor's name> has reviewed your surgery and circumstances and has decided that it is safe to postpone your <insert procedure name> at this time. We are monitoring the Coronavirus pandemic carefully and would like to reassure you that we will be in contact when we are able to <re>schedule your surgery.

Have you any questions you would like to ask me at this time?

Let the patient know that a letter will be sent to the patient and the referrer to inform them of the postponement and that the letter will contain the booking office contact details if they think of any questions after this call.

Thank them for their time and say goodbye.

Document the outcome of the call in the PAS and associated patient documentation.

If the patient says they think their condition is getting worse....

Both <insert Doctor's name> and <insert hospital name> are working closely together to make sure that people who need urgent surgery have access to surgery. If you feel your condition has changed and that your surgery may be required earlier, please contact your GP via the telephone in the first instance to discuss this.

If the patient says they are not well at the moment or they are concerned about a family member/friend's health...

If you suspect you or a family member has coronavirus you should call (not visit) your GP or ring the national Coronavirus Health Information Hotline on 1800 020 080 or Healthdirect on 1800 022 222 if you have symptoms.

If they start getting angry/frustrated

I understand that you are disappointed that your surgery has been delayed. Please tell me more so I can understand how to help you. <Listen> consider the following....

0.2 250320 – Booking Offices script

- *We will be in contact as soon as we are able to reschedule.*
- *Have a think about contacting your GP so they can talk to your specialist directly.*
- *I am going to see if my manager can help us here. Do you mind if I put you on hold whilst I see if she/he is free.*

If the persons behaviour continues to escalate

- *I understand that you have every right to feel angry, but it is not okay for you to make threats.*
- *Would you like to continue our conversation calmly or would you prefer to stop now and talk further when you are have had time to consider the information I have given you.*

Document the outcome of the call in the PAS and associated patient documentation.