

**SAMPLE SCRIPT:**            **Notifying Patients/Scheduling of Virtual Communication Services (VCS)**  
**Target Patients:**            **CMS/Medicare Patients**  
**Target Staff:**                **Staff who contact patients to inform of VCS**

*“Hello. I am calling from xx health center.*

*“In an effort to limit the spread of COVID-19, while continuing to meet the needs of our patients and community, we are changing how we deliver care. Right now, most care will be delivered virtually. I am calling to let you know of the opportunity to schedule a virtual check-in with your provider.”*

*“Your provider would like you to know that you can contact him/her with health questions or needs, including prescription refills. This is a quick way to get answers to questions or needs without having to come into the health center or schedule a full visit over the phone or computer.”*

*“You can request this brief communication from your provider by [enter methods patients can use to contact providers. This may include dedicated phone lines that can quickly schedule VCS appointments, email, messaging via portal, text, other. For instance: ‘Dial xxx-xxx-xxxx and press x to reach a member of our team who can schedule this service for you. Be sure to request a provider ‘virtual check-in.’].”*

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### **Actions Once Patient Requests Virtual Check-In**

*(below scenarios are for patients who make request via telephone)*

**Option #1:** phone calls routed to providers who are scheduled to manage these incoming requests.

**Option #2:** patients call a line that is manned by staff who schedule a brief (10 min) communication visit in the provider’s schedule.

*“Thank you for calling to request a virtual check-in with your provider. Would you like to schedule a brief, 5-10 minute phone call with your provider [provider name] or would you rather use email or the patient portal?” [Include instructions staff should provide to communicate via email or portal]*

[If the patient requests a telephone call:] *Your provider can give you a call on [indicate days and time slots]. “These appointments take about 5-10 minutes.” [Note: staff should book 10 mins for these appointments]*

*“Your provider (or provider name) may run a bit early or late. We ask that you are ready 15 minutes before your scheduled time and be ready to wait 15 minutes after your scheduled time.”*

*“Thank you. We look forward to your upcoming virtual check-in.”*