Telephone Visits: Informed Verbal Consent Script for Physicians & Providers

Hello, may I speak with <patient name>

[[Patient confirms they are speaking]]

This is <insert name> calling from the <insert hospital, clinic name>, at <hospital>. To protect your privacy, we want to make sure that we are speaking with the right person.

We have reviewed your healthcare needs and feel that your visit can be done over the phone. This way we can help you stay home so you don’t have to come to the hospital.

Your phone visit will not include a visual or physical exam so will help you stay safe by avoiding any physical contact and risk of disease spread.

**Patient Identification:**
To make sure I am speaking with the right person, can you tell me your:

- Name
- Date of birth
- OHIP number

**Where the clinician wishes to further confirm the identity of the patient the following questions may also be asked:**

- What is the name of your primary care physician, or
- Can you tell me the name of the doctor you see at Unity Health Toronto (or Site: St. Joseph’s, St. Michaels’s, and Providence)?
- When was your last visit to Unity Health Toronto/ Site, or
- What was the name of the last clinic you visited at Unity Health Toronto/ Site

**Privacy:**

- [I/Clinician] confirm that no one else will be present with me during this call.
- [OR, identify individual(s) who are present and explain why they will be present for the call].
- Can [you/Patient] confirm that you are comfortable having this call and that no one other than who you want to is able to hear it?

What questions do you have about your phone visit?

Do you consent to having this visit by phone?
Recommended OMA Documentation of Consent for Telephone and Virtual Visits:

<to be documented in patient’s chart>

Informed verbal consent was obtained to communicate and provide care using virtual tools. This patient has been told about: risks related to unauthorized disclosure or interception of PHI; steps they can take to help protect their information; that care provided through video or audio communication cannot replace the need for physical examination or an in person visit for some disorders or urgent problems; and that the patient must seek urgent care in an Emergency Department as necessary.