Telephone consultations or telephone triage appointments are becoming more and more popular in surgeries as a way to improve patient access. For many patients getting time away from the office or getting down to the surgery is difficult so triage allows the clinician to assess the urgency of the appointment over the phone and then book a face to face appointment, refer to a nurse or specialist clinic or even to a pharmacy in some instances.

So, how does this work with Patient Partner?

When a telephone appointment/triage slot type is picked up, Patient Partner will be configured to recognise this is a telephone slot. This will then ensure we play the appropriate prompts. These prompts will give the caller an available slot for a telephone call back, but also capture a number for the clinician to call the patient back on. Announcing the time of the slot is optional to allow room for flexibility.
Here is an example of how this could be set up (wording can be adapted):

**TO BOOK A NEW APPT, PRESS 1**
**TO CHECK OR CANCEL AN EXISTING APPT, PRESS 2**

**PRESS 1**
If you feel you need to be seen urgently, press 1*
To book a routine Doctors appointment, press 2
To book a blood test appointment, press 3
To hear these options again, press the * key

1*
You will now be added to a telephone call back list and a Doctor/or a nurse will call you to discuss your condition and arrange an appointment if necessary.
This will then search for the correct session/slots/clinician for Telephone Triage within an agreed period of time e.g. same day/next day etc.

“Appointment with Dr Smith on Tues 10th Aug at 10am, to book this appointment, press 0, or to search for the next available, press 1…etc”

**Once 0 is pressed. “The number we have for you is 0116 232 2622, if this is correct, press 1 or to enter a different number, press 2”**

**The system will the announce the slot again**
“Appointment successfully booked. APPT with Doctor Smith on Tues 10th Aug at 10am”

**We can then play a disclaimer of your choice, such as:**

“Please note: This is a telephone call back from a clinician. We will aim to call you within 2 hours of the announced time. Please ensure you keep your phone line clear, so we are able to get through. Thank you for calling”
Here is another idea of how Patient Partner can educate your patients and ensure we are booking them in to the correct slots for their needs:

For an appointment with the Nurse Practitioner or for minor illness, press 1
For a list of conditions classed as minor illness, press 2
For a routine appointment with a doctor, press 3
To book in to the asthma clinic, press 4
To book in to the diabetes clinic, press 5

PRESS 1
Searches for Nurse Practitioner slots for minor illness

PRESS 2
These appointments are suitable for Ear nose and throat problems, emergency contraception, medication advice, skin complaints, rashes, urine infections, cystitis. To continue to book this appointment, press 1 or to return to the previous menu, press the * key

PRESS 3
For the first available appointment with ANY doctor. press 1
To see any male doctor, press 2
To see any female doctor press 3
To hear these options again, press the * key

PRESS 4
Would search for predefined asthma slots with the correct clinicians

PRESS 5
Would search for predefined diabetes slots with the correct clinicians

As long as the slots/sessions/clinicians are predefined, Patient Partner can be configured to offer many bespoke options.

CALL US TO FIND OUT MORE....

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