NHS Wales Video Consulting Service

Suggested Scripting for Optometrists / Opticians Using Video Consultations

Starting the Consultation

Essentials

"Hello it's X from Y practice, can you hear and see me ok?"

> *If YES, then proceed to the next stage,*
> *If NO, attempt to correct the problem (depending on the problem, advise patient to alter their volume, camera, microphone, or ask them to press refresh or to reconnect the call).*

"Before we get started, can you confirm some details for me, first of all your full name and date of birth."

"And can you confirm the address where you are right now?"

"And just in case this call cuts out, a number I can call you back on?"

"If I do vanish from your screen, try pressing the refresh button on the top righthand side of the screen"

In addition, the following questions are best practice

"Now because this is a video consultation, there are a few extra things I need to check with you…"

"Is there anyone else in the room with you?"

"And are you somewhere you can talk privately?"

"This is a secure call, so your data is protected while we chat"

Ending the call

Summarise discussion and reiterate instructions.

If further action is required, e.g. referral to GP, agree next steps and the timescale.

If a patient information leaflet is needed, agree mechanism for sending (text/email etc)

Disconnecting & Mention Evaluation

"I'm going to disconnect now, and a survey is going to pop up on your end. Please do complete it as it provides important data about your experience."