

Scheduling and Front Desk Scripting

ON-SITE CARE

IS IT SAFE TO COME TO THE HOSPITAL?

- *Yes. MGH has procedures to protect the safety of patients and staff.*
- **We Clean, Screen and Protect:**

Clean...

- ✓ *We increased the frequency and intensity of cleaning all common spaces, elevators, waiting rooms, and exam rooms.*

Screen...

- ✓ *All employees, patients and visitors are screened daily for possible COVID-19 symptoms. Any employee with symptoms is not allowed to work, and visitors with COVID-19 symptoms or an active COVID-19 infection are not allowed to visit.*
- ✓ *Patients and visitors who have confirmed COVID -19 or who may have it, are referred for testing, evaluation and treatment in a separate clinic location, to protect patients, staff and visitors.*

Protect...

- ✓ *All patients, staff and visitors are required to wear masks covering nose and mouth.*
- ✓ *We have plenty of hand sanitizer stations so patients and staff can clean their hands easily and frequently.*

- Rescheduling a Visit:** *Unfortunately, we need to reschedule your upcoming appointment on <Date/Time>. We will make every effort to schedule your appointment as soon as possible. Please accept our apologies and thank you for your patience and understanding.*

VIRTUAL VISITS

- Virtual Visit with Video (Telephone or Device with Virtual Visit Software):** *We would like to reschedule your appointment from an in-person visit to a virtual visit. Virtual visits are secure, real-time video visits with your clinician, conducted from your home or other private location. If you have a smartphone, tablet, or computer with a camera, the virtual visit may be a good option. Will this work for you?*
- **IF YES:** *Great. Is this the best number to reach you? We will send you a message via Patient Gateway with instructions on how to join your scheduled virtual visit. You will receive a notification email to alert you when the message is in Patient Gateway.*
 - **IF NO:** *It's fine if you aren't able to have a video visit. The care provider can call you at <<Date/Time>>. Will this work for you?*
 - ✓ **IF YES:** *Great. Is this the best number to reach you?*
 - ✓ **IF NO, and patient insists on an in-person visit:** *Thank you. I will let the care provider know that you will not be able to have a virtual visit. We will be contacting you to confirm when the provider will be able to see you in person. We will make every effort to reschedule your appointment as soon as possible. Please accept our apologies and thank you for your patience and understanding.*

VIRTUAL VISITS (continued...)

- Telephone only:** *We would like to reschedule your appointment from an in-person visit to a virtual visit. Your care provider will be calling you at <<Date/Time>>. Will this work for you?*
 - **IF YES:** *Great. Is this the best number to reach you?*
 - **IF NO:** *Thank you. I will let the care provider know that you will not be able to have a virtual visit. We will be contacting you to confirm when the provider will be able to see you in person. We will make every effort to reschedule your appointment as soon as possible. Please accept our apologies and thank you for your patience and understanding.*

MASS GENERAL BRIGHAM PATIENT GATEWAY (MGB-PG)

- **Patient not enrolled in MGB-PG:** *I see you are not enrolled in Mass General Brigham Patient Gateway. It is even more important now that you enroll. We use Gateway to communicate important reminders to patients, for virtual visits, eCheck-in and COVID screening prior to arriving for your visit. This makes your arrival for your visit much smoother. May I text or email a link to you so you can enroll?*
 - IF YES:** *Great. I'll send the link now. May I stay on the line to help you complete it?*
 - IF NO:** *OK. You are welcome to enroll at any time. Please contact us if you would like to have access to your records and stay in touch with your care providers.*
- **Patient active MGB-PG user:** *I see you use Mass General Brigham Patient Gateway. We strongly recommend you log-in to Gateway 2-3 days before your appointment and use the eCheck-in function. This contactless online check-in allows you to update your information, pay any copayments you may have, and answer required questionnaires.*
- **eCheck-in:** *3 days before your visit you will receive a reminder to use eCheck-in. Please log-in to Gateway and use the eCheck-in function. Update and confirm your information, pay any copayments listed, and answer required questionnaires, including COVID screening. We will not be able to accept cash or credit cards for copayments in the practice.*
- **Unable/Unwilling to Use MGB-PG:** *OK. Please remember that we are not able to accept payments in the practice. You will receive a bill after your visit for any required payments.*

IN THE PRACTICE

- **Verify eCheck-in:**
 - IF COMPLETED:** *Thank you for checking in through Patient Gateway. You are all set!*
 - IF NOT SUBMITTED:** *I see you weren't able to complete the eCheck-in on Patient Gateway. Let me do that for you now. (Proceed with touchless eCheck-in).*
- **If patient does not have MGB-PG:** *Your doctor would like you to enroll in Mass General Brigham Patient Gateway so you can read messages from your providers. May I send you a text link or e-mail and you can enroll while here for your visit?*
- **When patient will be immediately roomed:** *Please use hand sanitizer and keep your mask on for the duration of your time at MGH, unless instructed to remove it by a care provider. XXX will escort you to your room.*

- **When patient will be seated in waiting room:** *Please use hand sanitizer and have a seat in one of the available chairs. Please keep your mask on for the duration of your time at MGH, unless specifically instructed to remove it by a provider. XXX will escort you when we are ready to bring you back to a room.*
- **If patient has food or a water bottle:** *I'm sorry, but for your safety and the safety of others, there is no eating or drinking allowed in the practice. Please keep your mask on for the duration of your time at MGH, unless instructed to remove it by a provider.*

PRIVACY OF HEALTH INFORMATION

- **Sharing Information with law enforcement:** *Massachusetts General Hospital and its healthcare providers will not share your medical information with law enforcement unless the request for information is related to a warrant or other court order for a specifically identified individual. If you have any additional concerns or questions about the privacy of your health information, please share them with our staff.*
- **Patient Gateway and Virtual Visits:** *You may have questions about the privacy of your health information when you enroll in Patient Gateway or participate in a virtual visit. HIPPA, which is The Health Insurance Portability and Accountability Act, requires Massachusetts General Hospital to have appropriate administrative, physical and technical safeguards in place. These ensure the confidentiality, integrity and security of electronic protected health information. For this reason, we encourage all virtual visits to be conducted through Patient Gateway and the integrated Zoom platform instead of a direct Zoom or Facetime call. Conducting the visit through Patient Gateway keeps your health information more secure.*

**** Why do I have to answer the same screening questions over and over?**

- *We understand you may have questions about the number of times you are asked screening questions, through the Patient Gateway, at MGH entrances, and then when arriving in the clinic. This is required to ensure patient, visitor and staff safety.*
- *Since the health status of employees, patients and visitors may change from day to day, we capture the information at different times leading up to the appointment. This allows patients, staff and visitors to reflect on any new symptoms or ones they may have overlooked.*
- *To capture the most current information on the health status of all who enter Mass General facilities, questions are required to be asked through the Patient Gateway a few days before and also within 4 hours of the appointment. In addition, all persons arriving at a Mass General facility must be screened.*
- *To ensure health screening works as smoothly as possible, please complete all questionnaires, COVID Screening, and eCheck-in prior to the visit. In addition, a link to the Mass General Brigham Prescreen Pass will be emailed to you to be completed within the 4-hours timeframe before your appointment.*