GPCHC guidelines for leaving voicemail for patients.

General principles

- No PHI
- No cliffhangers

Normal result or other message that does not require discussion.

Do not say who you are calling about or include PHI. OK to leave a general message. It may be helpful to say explicitly that your call is non-urgent. Examples below:

This is X calling from Gardner Packard Children's Health Center

- *The X-ray was normal*
- *I'm calling with a reminder to have labs done when you can*
- *We've confirmed that the referral we discussed is in process*
- *The letter/form you requested is at the front desk*
- *Please call to schedule a well visit sometime in the next few weeks*

Result or other issue needing discussion

Decide whether having only general information, without details (e.g, *your test result is back, please call us to discuss*) might be distressing for the patient if they can't call back or reach someone quickly.

- If yes, don't leave a message. Try calling back again.
- Otherwise, follow the general script below for leaving messages to request return calls.

General script for leaving voicemail

- ***This is X** calling from Gardner Packard Children's Health Center*
- *Please give us a call back at 650-362-2500.*
- *I will be here until Y time today.*
- *If you call back before then, tell the person who answers that you are returning a call **from X**.*
- *If you call back when I am not here, please ask to speak with another doctor about [whatever the non-distressing issue is].*

Documentation

For all outgoing calls with voicemail, document in a Telephone Encounter immediately after you call. Include a Reason for Conversation when you create or addend the Telephone Encounter

If you need staff to schedule a non-urgent appointment or relay a non-urgent message when the patient calls back, you can include that in the telephone message.