

## Telephone Scripts

### Discharge call

This SOP contains guidance on what to say when calling out on the telephone

1.	Phoning patient	Contact patient using number provided on referral <ul style="list-style-type: none"><li>• Good morning/afternoon,</li><li>• Hello, my name is XXXXXX I'm calling from the Covid monitoring service. This is your last day of oximetry monitoring.</li><li>• Can I please take your full name and DOB to ensure I am speaking to the right patient?</li></ul>
2.	Readings	Can I take your final reading? <ul style="list-style-type: none"><li>• Yes – proceed with call</li><li>• No - Ask them to complete on the phone if possible so you can 'exit' them</li></ul>
3.	Returning your Oximeter	<ul style="list-style-type: none"><li>• Please ask a friend or family member to return the Oximeter to your GP surgery.</li><li>• If you are unable to return it via these methods, we can arrange for it to be collected from you by a volunteer responder<sup>1</sup></li><li>• Please wipe the oximeter down before sending back</li></ul>
4.	Taking patient feedback	Ask the patient if they could spare 2-3 minutes to answer some questions about their service, as the service is new, and it will help us to improve it if needed.
5.	Questions	<ul style="list-style-type: none"><li>• Any questions?</li></ul>
6.	End call	<ul style="list-style-type: none"><li>• Thank you for your time. We will now inform your GP that you have been discharged from the COVID oximetry at home service.</li><li>• Please continue to follow the advice in your patient leaflet. Although you will have returned the oximeter and won't be able to take your blood oxygen level readings, you should still contact your GP/111 or 999 if your condition worsens, in line with the advice in the leaflet.</li><li>• You can buy from major retailers such as buy from Boots Amazon Argos, Lloyds pharmacy</li><li>• Is there anything else I can do for you? Goodbye</li></ul>

<sup>1</sup> <https://www.goodsamapp.org/NHSreferral>