**GREETING**

Hello, may I please speak to [patient name].

Hi, my name is [X] and I am calling from [practice name] on behalf of Dr. [X]. I saw that you recently canceled an appointment. I wanted to let you know that if you still need care, we are offering virtual visits so you can have an appointment with your doctor on your mobile device or computer. It is a secure way to get the care you need without leaving home.

Would you like to schedule a video visit?

**CLOSING**

You are confirmed for a video visit on [date] at approximately [y]. We will send a text message with a link to [confirm patient’s email and mobile number on file] within approximately 30 minutes of your scheduled appointment time.

If you are going to use your computer instead of your mobile phone for the visit, make sure the camera and audio are enabled. When you click on the link you’ll be connected to Dr. [X’s] virtual waiting room. Dr [X] should connect with you shortly after you enter the waiting room.

If you need to reschedule, please call us at [number]. Have a nice day.

**FOLLOW-UPS IF PATIENT DECLINES A VIRTUAL VISIT APPOINTMENT**

* May I ask why you are not interested in a virtual visit at this time?

**Responses to those who declined**

I don’t have a computer.

If you have a smartphone, you have what you need. We will send you a text message approximately 30-minutes before your appointment start time. Just click on the link at your appointment time and a window will open to start your virtual visit. It is that simple. Would you like to make a virtual visit appointment so you can get the care you need?

I don’t have a smartphone.

If you have a computer, you have what you need. We will send you an email or text message approximately 30-minutes before your appointment start time. Just click on the link at your appointment time and a window will open to start your virtual visit. It is that simple. Would you like to make a virtual visit appointment so you can get the care you need?

I don’t feel comfortable with technology.

I understand. Many of our patients have said this. But, once they try it, they see that it is very simple and easy to use. If you have a computer or smartphone, we will send you an email or text message approximately 30-minutes before your appointment start time. Just click on the link at your appointment time and a window will open to start your virtual visit. It is that simple. Would you like to make a virtual visit appointment so you can get the care you need?

I don’t really need to see the doctor.

I understand if your symptoms have resolved or you know longer have concerns about whatever caused you to initially schedule an appointment. However, if you still have symptoms or concerns, a virtual visit can be effective for many health needs and you can get the care you need. Virtual visits are very easy to use and they allow you to securely talk with your provider. Would you like to reconsider making a virtual visit appointment?

I’ll wait and schedule later.

I understand if your symptoms have resolved or you know longer have concerns about whatever caused you to initially schedule an appointment. However, if you still have symptoms or concerns, a virtual visit can be effective for many health needs and you can get the care you need without delay. Virtual visits are very easy to use and they allow you to securely talk with your provider. Would you like to reconsider making a virtual visit appointment so you can get the care you need?

***Notes to help answer questions***

* *Same cost as an office visit*
* *The goal is to schedule patients with their established provider, however if availability is limited, patients should be offered an appointment slot with another Village Medical provider*
* *No downloads, no plugins, nothing to install*
* *No accounts to set up or extra passwords to remember*
* *One-click join to a video visit from a text message or email invitation*
* *Connect with clinicians over video, secure chat and share files and photos*
* *Secure and private*
* *AWVs and annual physicals are not appropriate for a virtual visit at this time*