



British Columbia's H1N1 Pandemic Influenza Response Plan (2009)

*Medical Office Assistant Telephone Script: Pre-visit Influenza
Screening*

October 15, 2009

MEDICAL OFFICE ASSISTANT TELEPHONE SCRIPT: PRE-VISIT INFLUENZA SCREENING

This Medical Office Assistant (MOA) Telephone Script is intended to be a tool to help identify influenza-like illness (ILI) among patients, prior to their visit to the physician's office. By identifying patients with influenza-like symptoms over the phone, the MOA has the opportunity to provide direction to patients at that time, which helps to minimize transmission of influenza to others during a visit to the physician's office.

MOA Telephone Script: Pre-visit Influenza Screening

"Thank-you for calling Dr. X's office"

Then after the patient requests to make an appointment, state the following:

"Our office is currently screening all patients for influenza-like symptoms prior to their visit. Are you (or the person accompanying the caller) experiencing a cough or fever? _____ (caller responds by saying "yes" or "no")."

If yes: *"Upon your arrival to this office we request that you go directly to the reception area where you will be asked to use some hand sanitizer and you will be given a surgical mask to put on".*

If no: *"Should you develop a cough or fever prior to your appointment, please call to let us know, as we are taking special precautions for people who have influenza-like symptoms".*

"Our office is encouraging all patients to visit the HealthLink BC website at www.healthlinkbc.ca, or call 8-1-1 (available 24 hours, seven days a week) for non-emergency health information and advice on home treatment for symptoms".