COVID-19 Phone Scripts Toolkit for Phone Systems

The COVID-19 pandemic continues, and as a result, there is an increase in nurse (RN) triage calls from parents and patients about the pandemic. In addition, we are experiencing a RN shortage across Colorado, which causes extra stress on our RN teams and the practice. We want to help and partner with practices to relieve the burden, so we created a toolkit of COVID-19 content in the form of recorded phone scripts. The scripts are also available in plain text, just in case you prefer to use your voice, or if the recorded file is not compatible with your phone system. When your parents call, they can get their COVID-19 questions answered without having to speak to an RN or other clinical team members, in your practice. We realize that parents prefer different ways of connecting and this phone messaging is one tool that may be helpful in decreasing the number of calls your team needs to answer.

Background

- We appreciate your feedback. Many community providers have expressed concerns about an increase in call volume. Your phone lines and ours are bogged down by COVID-19 questions. While a good portion of these calls should be answered by a live person, there are many that can be managed without one. High-volume topics related to COVID-19 include vaccines, symptoms, exposure and quarantine, booster shots and obtaining the 3rd vaccine.
- Primary care providers remain a trusted resource to help their patients and families in understanding information about COVID-19.

Assessment

Experts at Children’s Colorado developed the COVID-19 phone script toolkit to support primary care practices’ high volume of calls. Toolkit resources were developed with input from Communication and Marketing, Physician Relations, Parent Smart Line nurse team, Infectious Disease providers and the executive team. The content addresses questions that families from our community have about COVID-19 and is available to support your practice regardless of the compatibility of your phone system. Utilizing this toolkit is a way to connect your patients and families with the most up-to-date and accurate information. The toolkit may be helpful in decreasing the number of calls, and it may also help to decrease phone wait times for patients that have higher acuity needs - all which are satisfiers for the whole practice and your parents.

Recommendations

- Utilize COVID-19 phone script toolkit to support your operational needs.
- Please note: Pre-recorded versions of the COVID-19 phone script toolkit are available upon request. If you have questions, please reach out to physicianrelations@childrenscolorado.org.