

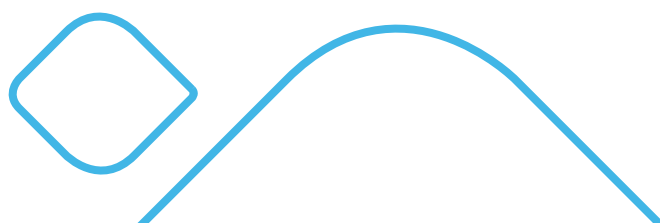
Preparing for your **telephone** appointment

Patients may be offered the option of having their outpatient appointment via telephone call. For many people, telephone consultations are a convenient option which saves time and money, meaning you don't need to travel to the hospital site for your appointment.

As with all telephone conversations, there may be natural silences and at times it may be difficult to concentrate. However, always tell the health professional if you don't understand any terminology, always express any concerns you may have, and ask questions.

Before your telephone appointment

- Make a list of all your concerns and questions, highlighting key words to help you remember them.
- Make a list of all your symptoms with the dates when they started.
- If possible, arrange for a relative or friend to be with you to listen and act as your 'assistant'; making notes or reminding you of questions.
- Have your device on speakerphone, if you have one, so you or your relative or friend can make notes.



During your telephone appointment

- Do ask questions. They help us to clarify our thinking; what has been understood or may need to be explained.
- If there is anything you do not understand ask for it to be repeated and explained in a way that is clear and easy to understand.
- Tell the health professional if you have any concerns about treatment or medication.
- If you need tests, treatment or an operation ask how long you will need to wait.
- Ask what you can do at home to help yourself.

Making the best use of your appointment

It is important that you come away from your telephone appointment understanding and feeling confident about the next steps in your treatment, if any is needed. Nobody wants to be left uncertain or anxious.

It is a really good idea to check your understanding of the discussion by repeating back to the health professional the main points they have talked to you about. If you don't feel able to do this ask your relative or friend to do this for you.

If you have been offered a telephone consultation and you have a query about it, please contact the team your appointment is booked with.

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If you would like this leaflet in email form, large print, braille or another language, please contact the Patient Support and Complaints team on 01225 825656.

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