



# Frequently Asked Questions for Telephone Appointments

## **What is a telephone appointment?**

Telephone appointments are outpatient appointments conducted by telephone. A time slot on a certain day will be allocated to you, but rather than the appointment taking place in a hospital clinic, it will be done with you over the telephone. **You do not need to attend the hospital for this type of appointment.**

## **Why am I not being seen in person in clinic?**

Telephone appointments are nationwide and supported by NHS England. They are recommended as they can speed up the investigation and diagnosis process. Telephone appointments can also be more convenient for patients and save a journey to the hospital.

## **When will you call me?**

As with any other outpatient appointment, you will have been sent an appointment letter confirming the date and time of your telephone appointment. Whilst we try very hard to keep to time, the appointment time is approximate and we request that you be available for up to 30 minutes before and after this time. Please ensure that you are available and free to talk at the time of this phone call.

## **What telephone number will you call me on?**

Your appointment letter will confirm the telephone numbers we have on record for you. If there is a blank space where your telephone number should be, or if it is incorrect, please call the direct line stated on your appointment letter and provide us with a contact number. Please let us know if you have a call barring system on your telephone, as calls made from the hospital are displayed as withheld.

## **Can I take the call at work?**

We will contact you on whatever number you would like. This is a formal medical appointment and your employer should allow you to attend in the same way as if you were being seen at the hospital. If you would like us to call you at work, or on your mobile, it is helpful to have somewhere private to talk.

## **I am hard of hearing so how will this work?**

If you have a speaker phone setting then this can work well. You may wish to ask a family member or friend to be with you to help with your appointment. If this is not possible, please call the number at the top of your appointment letter or the Appointments Office on (01305) 255779.

## **Who will call me?**

You will be called by the clinician named on your appointment letter.

## **What happens if I need to change my telephone appointment?**

If you are not available for your appointment, please call the number at the top of your appointment letter or the Appointments Office on (01305) 255779 to rearrange. We kindly ask that changes to appointments are made with as much notice as possible.

## **What if I miss your call?**

The clinic runs in the same way as a hospital appointment with allocated appointment times for each patient. If we are unable to make contact with you during your allocated assessment time, you will be marked as 'did not attend' and it will be a clinical decision as to whether your appointment is rebooked or you are discharged back to the care of your referrer.

## **What will happen during my telephone appointment?**

When we ring you we will ask some security questions to ensure we are speaking with the correct person. During the assessment you will be asked questions about your health, medication, your symptoms, and personal circumstances.

## **About this leaflet:**

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If you have feedback regarding the accuracy of the information contained in this leaflet, or if you would like a list of references used to develop this leaflet, please email [pals@dchft.nhs.uk](mailto:pals@dchft.nhs.uk)



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