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MEDICAL PRACTICE

Standard operating procedure

TELEPHONE CALL GUIDELINE FOR CKMP

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Telephone Call Guideline

Patient answers call

Introduce yourself and where you are phoning from

Identify it's the correct patient by checking 2 identity details, e.g. DOB, address

Clarify what you are phoning about

Give the patient the opportunity for questions

Code call under correct problem heading

Admin to use "Telephone encounter"

Clinician to use "Telephone consultation"

Free txt under the above heading what was said to the patient and what was agreed.

Patient does not answer call and you want to leave a message

Say who you are and where you are phoning from

Say you will call back later

If you have tried twice and there is no answer, ask the patient to call back

Code as "Failed encounter"

Clinicians can also back up with a txt to the patient and/or letter to the patient.