

Telephone consultations- information to help you prepare.

A telephone consultation is when you have an appointment over the phone.

Telephone consultations mean you don't need to travel to have your appointment. This saves you time and money and during the coronavirus pandemic lowers your risk of coming into contact with the virus.

Research shows that telephone consultations are effective. Your health care professional can still make good decisions about your treatment this way. You should get the same level of care as you would face-to-face. Just like with a face-to-face appointment, you can choose to have a friend or family member with you during the call.

You will need:

1. a well-charged mobile or landline phone
2. a good, reliable phone signal
3. somewhere quiet and private
4. a comfortable chair
5. a notepad and pen
6. a list of questions, and any other notes that are helpful

Privacy

Telephone appointments are just as private, confidential and secure as face-to-face appointments. Your health care professional or specialist will call you from a private room, with secure access to your medical records.

Preparing for your call

1. Write down any questions you have. This helps make sure you don't forget any during the call.
2. Make a note of your osteoporosis history. For example:
 - When you were diagnosed
 - Bones you have broken
 - Any pain you have
 - Your current and previous medications including ones for osteoporosis or supplements such as calcium and vitamin D
 - Bone density scan (DXA) or other test results if you have them
3. If you're unsure, we're here to help you. Speak to one of the ROS specialist nurses on our free Helpline by calling free on 0808 800 0035, or emailing nurses@theros.org.uk.

How telephone consultations work

Your health care professional or specialist calls you. You don't need to call them.

You may need to wait beyond your appointment time while your health care professional finishes their previous call. Telephone appointments can sometimes overrun.

At the start of your call, your health care professional or specialist will ask some security questions. This is to check that they are speaking with the right person and to ensure you can hear each other adequately.

During the appointment your health care professional will/may:

- Tell you the purpose of the call
- Ask questions regarding your health
- Make some assessments
- Discuss the outcome, their opinion and any action plan or advice
- Give you opportunity to discuss what is on your mind
- Summarise next steps

Take notes if you wish. Although your health care professional or specialist will make a written record of your appointment. You can ask for a copy of this from your GP.

For more information about the Royal Osteoporosis Society visit:

<https://theros.org.uk/information-and-support/.org.uk>

Or telephone our general enquiries line:

01761 471771

To talk with a helpline nurse call free:

0808 800 0035