

A Guide To Leaving Phone Messages Or Voicemails For Patients/Persons



There is often a need to call patients/persons regarding appointments – booking, changing, cancelling, etc. In doing so, it is important to be mindful of how much personal health information can/cannot be shared when leaving a message with someone other than the patient or on a voicemail.

It is also important to leave a message and number so when they call back they know which department called. Our general number is what shows on caller IDs (807-684-6000) and can often cause alarm or anxiety if it is not known which area of the hospital called.

Guidance on what to say when leaving a message or voicemail

1

“Good Morning/ Afternoon/Evening, this is a message for FIRST NAME OF PATIENT/PERSON THE MESSAGE IS FOR ONLY”;

do not include patient’s surname.

2

My name is “YOUR FIRST NAME ONLY”;

do not include your surname.

3

“I am calling from the Thunder Bay Regional Health Sciences Centre”;

do not include a specific department or title of the area if it may provide too much information about the medical history or personal health information.

4

“Please call me back at your earliest convenience at the following number XXX XXX XXXX”

ext’n if necessary or provide the direct phone number if available.

PLEASE NOTE

Attention should be paid to any notes or directives on patient file as to “do not leave a message”, “messages allowed”, etc.

Reminder About Personal Health Information (PHI)

PHI is information that can identify a patient/ person or give private details about them. It is up to a patient/person to decide when, how, and with whom their personal information is shared with. Eg: Case Notes, Client Files, Prescriptions, Lab Results, Diagnostic Imaging Requests, etc.

TBRHSC is responsible to ensure any PHI (whether written or verbal) is protected and shared only when patient/person consent has been given or within the circle of care.



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