

Initial email sent to the patients for setting up a video consultation

Dear Patient,

I am hoping to setup a consultation with you to review your brace and advise you how to proceed over the next few months.

I will send you a request by (google forms) asking you to preference and confirm a time slot for your appointment.

I will send instructions of how to take photos/video of your mouth, and instructions on video conferencing.

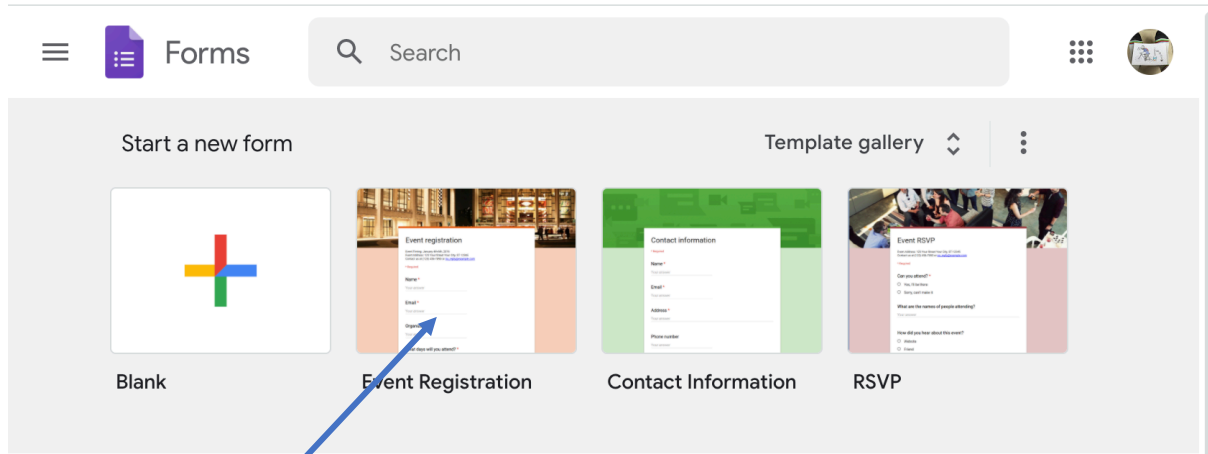
I will video call you at the agreed time, and we can work through any issues and discuss future progress.

Yours sincerely,

Orthodontist

How to prepare a Google Form

<https://docs.google.com/forms/u/0/>



Choose Event Registration and edit each box deleting the boxes that are not relevant

Below is a sample form design:

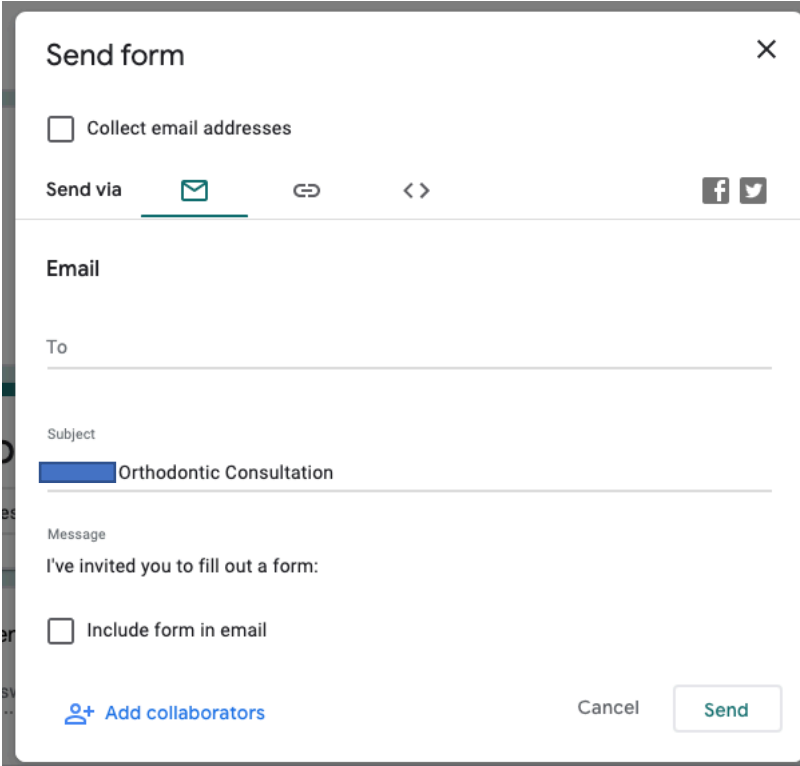
A sample Google Form design for an 'Orthodontic Consultation'. The form is set against a light blue background. At the top, there is a header image of a dental office. Below the header, the title 'Orthodontic Consultation' is displayed in a blue box. Underneath the title, there is a text input field for 'Any issues email - joe@thedentalrooms.com'. The next section is a 'Short answer text' field with the prompt 'Please enter full name *'. The final section is a 'List choice' field with the prompt 'Please select all of the appointments that would be suitable for you and I will email you back with a specific time within that block and a video meeting request *'. It contains seven options, each with a checkbox: 'Monday 30th March 2.30pm - 5.30pm', 'Tuesday 31st March 2.30pm - 4.30pm', 'Wednesday 1st April 2.30pm - 4.30pm', 'Tuesday 7th April 2.30pm - 4.30pm', 'Wednesday 8th April 2.30pm - 4.30pm', 'Thursday 9th April 2.30pm - 5.30pm', and 'I do not need a Video Consultation at the moment and will contact you when I do'. The last option is 'I have a specific problem and will email you directly at joe@thedentalrooms.com'. On the right side of the form, there are icons for adding, deleting, and duplicating questions.

How to send a Google Form to your patients

Once you have prepared your form if you press send you will be given options as below. You can add as many email addresses as you wish in the “Email To section” (just a space is needed between them, no comma needed).

So you can email it to all patients for whom a video consultation is appropriate

Do not tick the include form in email



The screenshot shows a 'Send form' dialog box with the following elements:

- Send form** (title bar with a close button 'X')
- Collect email addresses
- Send via** section with icons for Email (envelope), Link (chain), and Code (<>), plus social media icons for Facebook and Twitter.
- Email** section:
 - To:** A text input field for recipient email addresses.
 - Subject:** A text input field containing 'Orthodontic Consultation'.
 - Message:** A text area containing the message 'I've invited you to fill out a form:'.
- Include form in email
- [+ Add collaborators](#) (bottom left)
- [Cancel](#) (bottom center)
- [Send](#) (bottom right)

Press Send and all your patients will receive an email

How to review your patients Google Form responses

In Google Forms if you press the responses tab you will see the form below. You can have a summary of the responses or see individual ones.

You can then make individual appointments for patients.

It is advisable to offer patients a session slot rather than an individual slot (10-15 mins) so that you can structure the session, rather than having to re-email patients who have chosen the same time slot

16 responses

Accepting responses

Summary Question **Individual**

< 1 of 16 >

Responses cannot be edited

[Redacted] - Orthodontic Consultation

Any issues email - **[Redacted]**

* Required

Please enter full name *

[Redacted]

Please select all of the appointments that would be suitable for you and I will email you back with a specific time within that block and a video meeting request. *

- Monday 30th March 2.30pm - 5.30pm
- Tuesday 31st March 2.30pm - 4.30pm
- Wednesday 1st April 2.30pm - 4.30pm
- Tuesday 7th April 2.30pm - 4.30pm
- Wednesday 8th April 2.30pm - 4.30pm
- Thursday 9th April 2.30pm - 5.30pm
- I do not need a Video Consultation at the moment and will contact you when I do
- I have a specific problem and will email you directly at joe@thedentalrooms.com

Second email sent to the patients for confirming a video consultation

Dear Patient,

I am confirming your video consultation on **Tuesday 31st March at 14:45**

I think the most effective way of me doing this is for you to take pictures or a video of your brace and send it to me beforehand, so I have some up to date information.

To capture the images.

<https://www.bos.org.uk/News-and-Events/COVID19-BOS-Advice/Patients-Advice/Virtual-consultations-for-emergency-triage-and-advice>

Please send them to me and include:

- Your photos or video
- A statement confirming that you consent to conducting your consultation in this manner *"I give consent for discussion of my (childs) orthodontic treatment to be discussed via email/WhatsApp/Zoom or other type of electronic communication"*
- A mobile number ,that I can use if there are computer issues

I will send a video call invitation at the agreed time which you simply click, and we can work through any issues that you have, and discuss future management.

On receiving the Zoom link you should:

- Click on the link - it will ask you to download zoom - do so, if you don't have it
- Allow it to run on your computer
- It will ask you to enter a name to use (your name)
- Then click "join meeting"
- Click agree to the terms of service
- Then you should be in the meeting
- Join with computer audio
- If you have a video webcam join this also - if you don't, we will just use audio and I will try to manage with the photos that you sent to me.

To end the session click the button on the bottom right corner "Leave Meeting"

Yours sincerely,

Orthodontist