

# Recommendations for patients for a safe telephone consultation



## Ask for an appointment with your usual healthcare professional

The consultation will be safer if the healthcare professional who treats you knows you, especially if it is a telephone consultation,



## If you need it, be accompanied during the consultation

To facilitate care, if you have any difficulties with communicating by telephone, ask someone to accompany you to help you.



## Prepare any necessary material for the consultation in advance

To avoid wasting time during the consultation, bring your medical reports, your list of medications, paper and pen, and glasses if you need them.



## Write down in advance all the details of the reasons behind your consultation

Note down important information such as temperature or blood pressure, explain your symptoms and how they have evolved, explain what you expect from this consultation...



## Report any allergies or intolerances

If you think certain factors may interact with your medication, inform your healthcare professional. Don't assume that they already know it.



## Inform healthcare professionals about any existing conditions

If you have a serious illness, take special control medications or have any information that you consider relevant, inform your healthcare professional.



## Ask for the results of your tests

If you are waiting for the results of any tests, ask to be informed. Don't assume they are okay.



## Estimate the time the consultation will take

Remote consultations, like face-to-face consultations, have a limited time. Estimate how long it will take you to ask each question.



## If you think it is necessary, ask for a second opinion

If necessary, the healthcare professional will assign you a face-to-face appointment, but if you do not think your health problem has been addressed, ask for a new appointment.

Reference:

Rosa Añel. *Recomendaciones para una consulta telefónica segura: hojas informativas/infografías para el paciente y para el profesional*. Sano y salvo (2020). <https://sano-y-salvo.blogspot.com/2020/11/recomendaciones-para-una-consulta.html?m=1&s=09>

December 2020