Script for inviting service users to take part in the Amity Personal Health Record (PHR) Pilot

1. Introduction

- Hello, am I speaking with **[Patient Name]** can I just ask you to confirm your date of birth and your address?

- My name is **[Your Name]** and I am calling from **[Insert name of organisation]** regarding a pilot to send your **[e.g. outpatient appointment letters]** to you electronically.

- The aim of the pilot is to get your feedback and use this to inform further roll out the across the organisation.

- The application is called Amity, which is a portal that enables the hospital to share documents with you electronically and will also allow you to enter some of your own health and wellbeing information if you want to.

2. Invite to be part of the pilot

- There is no need for you to do anything different and your next appointment / on **[appointment date – if there is one on the list]** will be going ahead as planned. The only difference is that instead of getting a paper copy of your appointment letter through the post, you will be notified of your letter being available on the amity portal via email.

- Can I ask would you be willing to be part of the pilot?

If yes...

- Thank you, that is great. Your support in the pilot will help the trust make improvements to the patient experience and help with future plans for roll out across the organisation.

What will happen next?

- We are going to hold a demonstration of the Amity platform for those on the pilot so you can see how to easy it is to use and where you can view your appointment letters. It will also be a time for you to ask any questions that you may have.

- Is there a convenient day and time for us to arrange this for you in the next couple of weeks? **[Note date and time on pilot cohort spreadsheet]**.

- We will be in touch with you once a date for the demonstration has been arranged and we will also ask you to complete a short survey, so we can monitor how useful you find the Amity platform.

- Have you registered for an NHS login?

- Finally, please can I take your mobile number **[if not on file]** and email address so we can send you the survey and also invite you to the demonstration via Microsoft Teams. **[Read the email back to the patient to confirm it has been noted correctly and enter email address on pilot cohort spreadsheet].**

- Thank you for your time today and I hope you enjoy the rest of your day.

If no...

- That is fine. I completely understand. Thank you for your time today and I hope you enjoy the rest of your day. Goodbye.