

-TelePrEP Navigation Script for Navigators-

This is an example script for navigators to use when their organization is switching to TelePrEP or creating a hybrid program where TelePrEP will be offered. In this scenario, the client is already on PrEP, but would like to transition their care to the virtual setting.

Call Introduction

“Hello is this [insert name]? “

If the client states, “no” then say...”Okay, Thank you for your time.” [End the call]

-OR-[If the individual states, “yes”] continue with the conversation

“My name is [insert name] and I work at [insert organization name here]. I received your name and number from [insert provider or organization here] I am calling to discuss your interest in transitioning from in-person PrEP care to TelePrEP.

“Before we continue, are you in a private space where we can discuss your care? I want to make sure you feel comfortable and safe sharing confidential information at this time.”

[If the client states, “yes”] continue with the conversation

-OR-

[If the client states, “no”] then say...”Are you able to relocate to a safer space or are you comfortable continuing this conversation? [If they say yes to this, then continue the conversation]

[If the client states, “no” to relocation/comfort] then say, “Thanks for letting me know. We can schedule another time to speak.” [Schedule another time to speak if needed and end the call]

Explaining TelePrEP

“I heard you were interested in TelePrEP and I am happy to give a brief overview of what TelePrEP is. I’m going to share a lot of information, feel free to stop me anytime to ask questions or repeat any information.”

“TelePrEP is a PrEP appointment with [insert provider name here] over a video conferencing platform like [insert your organization’s HIPAA compliant video-conferencing platform here] through [Insert Electronic Health Records platform here if integrated] or via telephone instead of an in-person appointment.”

Navigator Note: A client must be located in the State that the provider is able to offer their services

“This visit will provide the same quality care, but it allows clients like you more flexibility while in the comfort of your home or safe space.” We use a HIPAA compliant platform to make sure we protect your confidentiality.”

Navigator Note: a Video Conferencing Matrix is available on the TelePrEP Hub if your organization is in the processing of deciding on a video conferencing platform.

“TelePrEP providers and staff are PrEP trained and experienced to talk to you about your sexual wellness. We also understand that your PrEP care is personal and through TelePrEP there is no public waiting room and you can have the appointment in a place that is comfortable for you.”

“TelePrEP is voluntary and you can decline a TelePrEP appointment at any time; it will not affect your care. An in-person appointment can be scheduled instead.”

“Do you have any questions so far?”

-IF the client states “Yes” [answer any questions they may have and continue]

-IF the client states “No” [continue to the next step]

“Like I said earlier, TelePrEP is one way to receive your PrEP care. Our goal with TelePrEP is to provide additional options to our clients if they prefer not to come to the clinic in-person.

“Some clients receive all of their PrEP-related care using TelePrEP, some prefer in-person, and some do a combination of TelePrEP and in-person.

“So what do you think? Are you interested in trying TelePrEP?”

-IF the client states “Yes” [continue to the next section]

-IF the client states “No” [Let the client know of their in-person options, let them know they can change their mind at any time, and end the call]

Setting up for a TelePrEP visit:

“TelePrEP does require a device like a smartphone, computer, laptop, or tablet that allows for audio and video connection.” This means your device needs a camera, a microphone, and speakers. Internet services or cellular service is also a necessary part of the TelePrEP visit”

“Do you currently have a device and internet or cellular service access you could use for TelePrEP? If not, I’m happy to discuss some available resources.”

Navigator Note: A client equipment needed document is provided on the TelePrEP hub and may be a great handout to show/give clients.

There are also resources available for clients who may need access to the internet or a TelePrEP capable device.

Navigator Note: If a client states access to resources is an issue/concern then say the following:

“If you need access to a device or the internet please let us know and there are resources available. For example, the public library has device and hotspot (internet connection) rentals that can be used or there are some programs that can help with access to internet and phone services.” If you need more assistance with this please let me know.”

“If you would like, we can schedule a consultation to go over the necessary steps and technology needed to begin a TelePrEP visit so you are prepared.” Would be interested setting up a consultation?

-IF the client says, “No” [continue to the next portion of the script]

-IF the client says, “Yes” [continue this conversation and make sure to schedule this overview before the end of the call]

“Finally, before a TelePrEP appointment can occur, a consent form has to be filled out by you, the client. This consent form allows you to participate in a TelePrEP visit under the direction of your provider.”

Navigator Note: There is an example client consent form available on the TelePrEP hub for your use. Please check with your legal department to have any consent form approved before it is used by your organization.

“Do you have any questions about the process or do you need me to repeat anything?”

-IF the client states “Yes” [answer any questions they may have and continue]

-IF the client states “No” [continue to the next step]

Scheduling a TelePrEP visit:

Every organization is different when it comes to how to schedule and who can do the scheduling. For example, an organization may have schedulers who have to be called by the client to schedule their appointment. Another option is that navigators may be able to schedule an appointment during a call with a client. Please follow your organization's protocol when it comes to scheduling appointments. An example for an initial PrEP visit in a clinic setting is below:

“If you are ready we can move onto the next step of scheduling your TelePrEP visit.”

“For our clinic setting we have a scheduling team that helps clients like you, make their appointments and send out reminders close to the TelePrEP visit date.”

“In order to schedule an appointment we can call the clinic scheduling number, which is (*insert phone number here*). I can be on the phone with you to make sure you are taken care of, but if you prefer you can call on your own as well.”

“During the call the scheduler will ask you a few questions regarding what type of appointment you want to schedule, your insurance information if you have insurance, as well as some contact information.”

“Our schedulers make sure all your information is secure and are experts at answering questions and providing you all information needed for scheduling your appointment.”

“Let me know if you have any questions or do not understand the scheduling process.”

“Would you like to call to schedule an appointment now?”

-IF the client states “Yes” [Call the scheduling number with the client and stay on the line until scheduling is complete. Then you may have and continue.]

-IF the client states “No” [Give the client the information necessary to call the schedulers, discuss scheduling another time to call together, and then you may continue on.]

Navigator Note: For initial PrEP visits, both in-person and TelePrEP; if possible designate slots each week so the community has access to PrEP right after their initial motivation to receive PrEP. The decision to be on PrEP may decline if the wait time is long. (The goal is within 2 weeks).

During the TelePrEP visit:

“It is important to have a device that allows for audio and visual connection, good internet connection or cellular service available, and a private, safe place where the appointment can take place.

“Click on the link provided via (electronic health record platform, email, text, etc.) and wait in the virtual room until your provider joins for the appointment.”

“If any problems occur during your TelePrEP visit such as disconnection of audio or video or unclear image or audio the visit may need to be stopped and alternative arrangements made for your care. This may be via telephone or rescheduling your video visit.

After the TelePrEP visit:

“HIV and STI screening is still needed every 3 months.”

“There are options for this including receiving a mail-in test kit, in-person lab testing at the clinic/CBO that you had the TelePrEP appointment with, or going in-person to a local laboratory.”

“Do you feel comfortable with the process or have any questions?”

-IF the client states “Yes” [answer any questions they may have and continue]

-IF the client states “No” [continue to the next step]

Closing:

“Please let me know if you have any other questions. You can contact me at [insert phone number here]

“Thanks and have a great day!”