



TOOLKIT 17 · TELEMEDICINE · TOOL 1 OF 4

Remote Consultation — Identity Verification and Consent Script

The first ninety seconds of every video or phone consultation: who is this, where are they, are they alone, do they agree

Step	Say	Record
1 · Who I am	"Good morning, I am Dr [name], [role] at [facility]. I can see / hear you — can you see / hear me clearly?"	Clinician, platform
2 · Who you are	"For your safety, can you tell me your full name and date of birth?" — check against the booking. If a new patient: photo ID to camera.	Two identifiers verified ☐
3 · Where you are	"Where are you right now — the address? If we get cut off, what number can I call you back on?" Needed for an emergency response.	Location · callback number
4 · Who is with you	"Are you somewhere private? Is anyone with you, and would you like them to join?" — Note anyone present; for children and adults lacking capacity, the parent / representative is identified.	Present: _____
5 · Consent to the format	"This consultation is by video/phone. It is confidential, and it is not recorded [unless...]. If at any point I think you need to be seen in person, I will say so. Are you happy to continue this way?"	Consent ☐ recording ☐ / ☐
6 · Fallback	"If the connection drops, I will call you on [number] within five minutes. If you feel worse at any time, call [emergency] — do not wait for me."	Fallback agreed ☐

Stop and switch to in-person if: identity cannot be verified · the patient is not safe or not private · a physical examination is essential · the connection prevents assessment · the patient prefers it. Say why; book it; record it.

Aligned with WHO/ITU telehealth implementation guidance and the ASF Data Protection Policy.

ASF standards: Telemedicine Standard 1 — identity verification and consent (means of verification: recorded in every consultation note)