Telephone Consultations – 5 Stage Audit

Please note this example is only a five stage audit, however it should be fairly simple to convert to an eight stage audit by repeating the data collection at an interval.

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| **Greeting and introduction by name** | **Elicited patients problem (enough information obtained)** | **Formulation of plan (diagnosis advice or to be seen)** | **Check patient understanding – include safety net if appropriate** | **Did patient seem satisfied?** |
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