**Obtaining Consent Over the Phone**

* If you need to obtain consent for a procedure from a family member who is not physically present, then you use the script below and the VA operator will record the conversation. The consent will be transcribed and show up in the notes section of CPRS.
* You will need a witness to be present on a second phone line during the recorded consent conversation.
* Before performing the recording, you will need to contact the consenting person and discuss the procedure, risks, benefits, and alternatives fully. Explain that you will be calling back with the VA operator and using a script to obtain the formal consent.

PROVIDER:

WITNESS:

DECISION-MAKER:

TRANSCRIBER:

DR: This conversation is being recorded. Do you have any objections to the recording?

DR: This is Doctor \_\_\_\_\_\_\_\_\_\_\_\_\_\_, at the Phoenix VA Health Care System Phoenix, Arizona. The date is \_\_\_\_\_\_\_\_\_ and the time is \_\_\_\_\_\_\_\_\_\_. I am talking to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, the nearest relative and/or decision-maker of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, and the witness to this conversation is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, will you please state your full name and full relationship to \_\_\_\_\_\_\_\_\_\_\_.

DR: I have discussed your granting this hospital permission to perform \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ by Dr. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. The indications, risks, benefits, and alternative treatment options are: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. Do you have any further questions prior to granting your permission?

DR: Do you grant your permission for this operation to be performed?

DR: Do you wish to state any exceptions:

DR: Have you consented freely without fraud, duress, or coercion?

DR: Thank you for your time. This will end our recorded conversation.