

Sample Call Center Script: Doctors Office

Emily

Thank you for calling North Ridge Family Practice. How may I help you?

Nate

I was wondering if I might be able to speak to the doctor.

Emily

I'm sorry. The office is closed for the day. Do you have an emergency?

Nate

I do. I'm experiencing some lower back pain, and just having difficulty even moving.

Emily

Oh, okay, no problem. Let me take your name. Your first name sir?

Nate

It's Nate.

Emily

N-A-T-E?

Nate

Yes.

Emily

And your last name?

Nate
Johnson.

Emily
J-O-H-N-S-O-N?

Nate
Yes ma'am.

Emily
And your phone number?

Nate
Area code 610, 265-1714.

Emily
That's 610-265-1714?

Nate
Yes ma'am.

Emily
Okay. And you're experiencing back pain.

Nate
Yeah. I saw the doctor last week and it is acting up again.

Emily
Alright. I will get in touch with the doctor and have him get back to you very shortly.

Nate

Thank you so much.

Emily

You're welcome. Goodbye.

Nate

Goodbye.

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