

Sample Call Center Script: Hospital Scheduling

Leslie

Good afternoon this is Sacred Heart Hospital, Leslie speaking. How can I help you today?

Tom

Hi Leslie. My name's Tom and I need to schedule an MRI.

Leslie

I can help you with that. May I have your last name Tom?

Tom

It's Armour, A-R-M-O-U-R.

Leslie

Okay. And may I also have your daytime phone number?

Tom

Sure. It's 610-265-1715.

Leslie

And your address?

Tom

It's 800 North Henderson Road, in King of Prussia.

Leslie

Okay. That's 610-265-1715, and the address is 800 North Henderson Road, King of Prussia?

Tom

Yeah and the zip is 19406.

Leslie

Oh, thanks, that was my next question. And the reason for the MRI?

Tom

My doctor recommended I get one so that he can assess whether or not I need to have hip replacement surgery.

Leslie

Okay, let me check the schedule here. It looks like our next availability is tomorrow morning at 10:00 A.M. Does that work for you?

Tom

Yeah, that works great.

Leslie

Great. You are now scheduled for a 10:00 A.M. MRI, tomorrow, at Sacred Heart Hospital. Is there anything else I can help you with today?

Tom

No. Thank you very much. I'll show up tomorrow and be there about a half an hour early.

Leslie

Okay, great. Thank you for calling Sacred Heart and have a great day.

Tom

You too. Goodbye.

Leslie
Bye.

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