

Greeting: Hello, and thank you for calling. My name is [OpName]. How may I help you today?

- i. Calling with Emergency
 - a. I am sorry to hear that, but I can help you with that. I just have a few questions for you, if that`s alright. May I have your first and last name?
 - b. And what is the best number to reach you?
 - c. May I have a brief description of the issue?
 - d. Okay, [FirstName]. I will send your information along and have your call returned as soon as possible. Thank you for calling.
 - i. Reach on-call and send message through.
- ii. Calling for Billing/Insurance
 - a. I would be happy to help you with that. I just have a few questions for you, if that`s alright. May I have your first and last name?
 - b. And what is the best number to reach you?
 - c. Thank you, [FirstName]. What message would you like me to pass on?
 - d. Okay, [FirstName]. I will send this message over and have your call returned. Thank you for calling, and have a great day!
 - i. Send message through.
- iii. All Other Calls
 - a. I would be happy to help you with that. I just have a few questions for you, if that`s alright. May I have your first and last name?
 - b. And what is the best number to reach you?
 - c. Are you a new or existing patient?
 - i. New Patient
 - 1. Okay, [FirstName], may I have your insurance provider?
 - 2. And, may I have your policy number?
 - 3. What is your date of birth?
 - 4. Thank you, [FirstName]. What message would you like me to pass on?
 - 5. Okay, [FirstName]. I will send this message over and have your call returned. Thank you for calling, and have a great day!
 - a. Send message through.
 - ii. Existing Patient
 - 1. Thank you, [FirstName]. What message would you like me to pass on?
 - 2. Okay, [FirstName]. I will send this message over and have your call returned. Thank you for calling, and have a great day!
 - a. Send message through.