

Greeting: Hello this is [OpName] How can I make you smile today?

i. Calling to Schedule Appointment

- 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 name?
- b. May I have the spelling of your last name?
- c. And what is the best number to reach you?
- d. Thank you. Will this be a dental or orthodontic appointment?
- e. Do you have insurance?
 - i. Yes
 1. May I have the name of your insurance please?
 2. Okay [FirstName], I will forward your request and our scheduling department will follow up to finalize your appointment. Thank you for calling and have a nice day.
 - a. Send message through.
 - ii. No
 1. Okay [FirstName], I will forward your request and our scheduling department will follow up to finalize your appointment. Thank you for calling and have a nice day.
 - a. Send message through.

ii. 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 name?
- b. May I have the spelling of your last name?
- c. And what is the best number to reach you?
- d. Are you calling for an emergency?
 - i. Yes
 1. Okay, [FirstName]. What type of emergency are you having?
 2. Okay, [FirstName]. One moment please while I transfer you. May I place you on a brief hold?
 - a. Attempt to Warm Transfer 24/7 and send message through.
 - ii. No
 1. 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.