

- i. **Greeting:** Hello, and thank you for calling [CampaignName], my name is [OpName]. Are you calling today to Check In?
 - a. Yes (Calling to Check in to Treatment)
 - i. I can certainly help you with that. I just need to take down some basic information to better assist you. May I please have your first name?
 - ii. May I have the spelling of your last name?
 - iii. And may I please have the best number to reach you?
 - iv. Okay [FirstName]. One moment please while I see if someone is available. May I place you on a brief hold?
 - 1. Attempt to transfer to two numbers 24/7
 - b. Calling for Questions About Rehab
 - i. I can certainly help you with that. I just need to take down some basic information to better assist you. May I please have your first name?
 - ii. May I have the spelling of your last name?
 - iii. And may I please have the best number to reach you?
 - iv. Okay [FirstName]. One moment please while I see if someone is available. May I place you on a brief hold?
 - 1. Attempt to transfer to two numbers 24/7
 - c. Calling for a Specific Person in Residential Facility
 - i. I can certainly help you with that. I just need to take down some basic information to better assist you. May I please have your first name?
 - ii. May I have the spelling of your last name?
 - iii. And may I please have the best number to reach you?
 - iv. Thank you [FirstName]. May I ask, who are you calling for?
 - v. Okay [FirstName], I will pass your information along and someone will be in touch with you soon. Thank you for calling and enjoy your day!
 - 1. Text message to staff