



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

- i. Medical Call (Including Emergencies)
  - a. I can certainly assist 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, [FirstName]. May I have your date of birth?
  - e. May I also have the pharmacy you use?
  - f. Thank you, [FirstName]. May I have a brief reason for the call?
  - g. Is this an emergency?
    - i. Yes
      - 1. Okay, [FirstName]. I will send your information along and have your call returned as soon as possible. Thank you for calling.
        - a. Reach on-call and send message through.
    - ii. No
      - 1. No worries, I will forward your information and someone will follow up with you. Thank you for calling and have a nice day.
        - a. Send message through.
- ii. All Other calls (Billing, Office, Non-Urgent)
  - 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. Okay, [FirstName]. I will send your information to the office have your call returned. Thank you for calling.
    - i. Send message through.