



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

i. All 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. Are you yourself the patient of [CampaignName] or are you calling on behalf of the patient?

i. Caller is Patient

1. And what is the best number to reach you?
2. And can I have your date of birth?
3. Thank you, [FirstName]. What message would you like me to pass on?
4. Your message has been sent and you should get a return call as soon as possible. Thank you for calling and have a nice day.
 - a. Send message through.

ii. Calling on Behalf of Patient

1. Okay. May I have the first and last name of the patient?
2. And what is your relationship to the patient?
3. And what would be a good number to reach you?
4. And can I have the patients date of birth?
5. Thank you, [FirstName]. What message would you like me to pass on?
6. Your message has been sent and you should get a return call as soon as possible. Thank you for calling and have a nice day.
 - a. Send message through.