

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

i. Calling for Transport

- 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. Is this for a secured transport?

i. Yes

1. Okay, [FirstName], may I have the name of the patient?
2. Okay, 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. Okay, [FirstName], what time is the trip?
2. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your 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. Thank you, [FirstName]. What message would you like me to pass on?
- e. Okay, [FirstName]. I will send your information along and have your call returned. Thank you for calling, and enjoy your day!
 - i. Send message through.