

SAS Call Center Script: HIPAA Compliant Answering Service

Operator

Doctor's office, this is Gina. How may I help you?

Caller

Hi, I need you to get a hold of Dr. Davis for me. I'm having an issue with my stitches from my surgery today.

Operator

I'm sorry to hear that. I can reach him right away.

Caller

Are you going to call him for me?

Operator

Actually, I will send him a text alert, which will notify him of an emergency and he can pick it up on his secure online portal. So, as soon as I take the message he will be notified immediately.

Caller

Cool. Have him call Peter Jones

Operator

Yes. Peter Jones. And your phone number, Mr. Jones?

Caller

484-492-7768.

Operator

That's 484-492-7768?

Caller

Yes.

Operator

And you are having problems with your stitches?

Caller

Yes.

Operator

Okay I will let him know right away. Thank you for calling.

Caller

Thanks. Bye.

Operator

Goodbye.