

SAS Call Center Script: Medical Appointment Scheduling Answering Service

Operator

Dr. Hudson's scheduling desk. Are you calling to make an appointment?

Caller

I am.

Operator

Okay and what type of appointment are you looking for?

Caller

A wellness visit.

Operator

A wellness visit is a 30 minute appointment. What day would you prefer to schedule?

Caller

Monday the 15th of April.

Operator

It looks like there's a 9am and a 3:30pm appointment available. Do either of these times work?

Caller

Yes. I'd prefer 9am.

Operator

9am it is. May I please have your name?

Caller

Ed Campbell.

Operator

That's Campbell. C-A-M-P-B-E-L-L?

Caller

Yes.

Operator

Mr. Campbell, can I get a good phone number in case someone from the office needs to reach you?

Caller

Sure. It's 484-679-4148.

Operator

That's 484-679-4148?

Caller

Yes.

Operator

Great. Mr. Campbell, we'll see you on Monday, April 15th at 9am for a wellness appointment.

Caller

Excellent. See you then.

Operator

Goodbye.

Caller

Bye.