

SAS Call Center Script: Pediatric Answering Service

Operator

Thank you for calling Amber Valley Pediatrics, this is Gabby. How may I help you?

Caller

Hello Gabby, I need to speak with Dr. Fredericks. My son has broken out into a very bad rash.

Operator

I'm sorry to hear that. Let me gather some information from you. May I please have your name?

Caller

It's Ed Jackson

Operator

That's Ed Jackson. J-A-C-K-S-O-N?

Caller

Yes.

Operator

And your phone number, Mr. Jackson?

Caller

610-492-7768.

Operator

That's 610-492-7768?

Caller

Yes.

Operator

Okay and may I please have your child's name?

Caller

Steven.

Operator

And is his last name Jackson as well?

Caller

Yes.

Operator

Thank you. How old is Steven?

Caller

Seven.

Operator

Alright. That's Ed Jackson, 610-492-7768. And your son Steven, age 7, has a bad rash.

Caller

Correct. What is the procedure?

Operator

I am going to send a text to Dr. Fredericks alerting him of the emergency. The Dr. will retrieve the message from his secure online portal and reach back out to you.

Caller

How long will that take?

Operator

I am going to reach out to the Dr. right now.

Caller

Thank you.

Operator

No problem. Thank you for calling, and you should be hearing back soon.

Caller

Thanks. Bye.

Operator

Goodbye