Greeting: Hello this is [OpName]. Are you calling from a hospital or an emergency room?

i. Yes (Calling from Hospital or Emergency Room)
    a. I can certainly help you with that. I just need to take down some basic information to better assist you. May I please have the patients first and last name?
    b. And may I have the call back number?
    c. May I have the patients date of birth please?
    d. Thank you [FirstName]. May I ask what this is regarding please?
    e. Okay, which doctor in our group does the patient see?
    f. Okay, [FirstName]. I have sent the message to the doctor, to get back to you. Thank you for calling.
        i. Send message through

ii. No (All Other Calls)
    a. Is this regarding an emergency or urgent matter that requires you speak with the doctor immediately?
        i. Yes
            1. I am sorry to hear that. I just need to take down some basic information to better assist you. May I please have your first and last name?
            2. And what is the best number to reach you?
            3. May I have your date of birth?
            4. Thank you [FirstName]. May I ask what this call is regarding please?
            5. What doctor in the group do you see?
            6. Okay, [FirstName]. I have sent the message to the doctor, to get back to you. Thank you for calling.
                a. Send message through
        ii. No
            1. Is this regarding a Post Op prescription refill or Post Op problem?
                a. Yes
                    i. I can certainly help you with that. I just need to take down some basic information to better assist you. May I please have your first and last name?
                    ii. And what is the best number to reach you?
                    iii. May I have your date of birth?
                    iv. Thank you [FirstName]. May I ask what this call is regarding please?
                    v. What doctor in the group do you see?
                    vi. Okay, [FirstName]. I have sent the message to the doctor, to get back to you. Thank you for calling.
                        1. Send message through
                b. No
                    i. Okay this is the after-hours answering service, you will need to call back during normal business hours. Thank you for calling.
                        1. No message.