

Sample Call Center Script: Home Health Agency

Nicole

Always Home Care. This is Nicole. May I help you?

Matt

Yeah, where's the aid?

Nicole

Do you have an aid scheduled?

Matt

Yes I have an aid scheduled! She was supposed to be here a half an hour ago. I have to go to work and I can't leave my mom here alone.

Nicole

Oh, I'm so sorry. Let me get a hold of our scheduling coordinator and see if we can find out what is going on.

Matt

You've got to be kidding me! I can't believe you people!

Nicole

I totally understand your frustration. Let me see if I can help you. First, what is your name?

Matt

Matt Stone.

Nicole

That's S-T-O-N-E?

Matt

Yes.

Nicole

And your mother, the patient, what is her name?

Matt

Anna Leigh Stone. I really need someone here now.

Nicole

I totally understand. Is that L-E-E? Anna Lee?

Matt

No it's Anna L-E-I-G-H Stone.

Nicole

Okay. I'm going to get a hold of someone for you.

Matt

Look, I can't wait forever for someone to call me back. I'm already late for work.

Nicole

I understand. Let me get a hold of them now, while you're still on the line, and we can get this resolved.

Matt

Okay.

Nicole

I can see you're calling from 610-265-1714. Is that a good number to reach you, in case we get disconnected?

Matt

Yes, that's my home number.

Nicole

Okay. Now please just hold the line for a moment. I'm going to call Cecile, the manager, and put her directly in touch with you.

Matt

Thank you.

Nicole

Thank you. And I apologize for any inconvenience this is causing.

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