

## Sample Call Center Script: Hospice Agency

**Anne**

Alliance Hospice. This is Anne. May I help you?

**Leo**

Hi Anne. My name is Leo Ormand. I'm calling about my father, who is also named Leo.

**Anne**

Oh, what can I help you with Mr. Ormand?

**Leo**

He's in quite a bit of pain and we were hoping to get some medication to help him out.

**Anne**

Oh, I'm so sorry to hear that. Let me get a hold of Carol. She's on call this morning.

**Leo**

Oh, great. Can Carol get us some medicine?

**Anne**

I can put you right through to her, and she can help assess your situation. Leo what's a good number for Carol to reach you, in case we get disconnected?

**Leo**

It's 610-265-1714.

**Anne**

That's 610-265-1714?

**Leo**

Yes.

**Anne**

Okay, Leo. Hold the line and I'll put you right through to Carol.

**Leo**

Thank you very much.

**Anne**

Good luck.

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