

Sample Call Center Script: Medical Transport Service

Alex

Philadelphia Medical Transportation, this is Alex. How can I help you?

Todd

Hi. My mom's in a nursing home and needs a ride to my home.

Alex

No problem sir, let me get in touch with a technician and someone will be picking up your mom in no time. What nursing home is she currently at?

Todd

Ronca Nursing Home.

Alex

Alright perfect. Does she need to be picked up now or is a later time okay?

Todd

Now, if possible.

Alex

Alright. What is the address she needs to be transported to?

Todd

800 North Henderson Road in King of Prussia.

Alex

Okay I have 800 North Henderson Road, King of Prussia. Henderson
H-E-N-D-E-R-S-O-N.

Todd

Yes.

Alex

Okay and what is your name sir?

Todd

It's Todd Vegas.

Alex

Alright and could you spell the last name for me?

Todd

V-E-G-A-S.

Alex

Okay, I have Todd Vegas, V-E-A-G-A-S.

Todd

Yes.

Alex

Okay and what is a phone number you can be reached at?

Todd

610-265-1714.

Alex

Alright that's 610-265-1714.

Todd

Yes.

Alex

Alright Mr. Vegas, I'll get a hold of the technician immediately and have him get back to you.

Todd

Okay, thank you.

Alex

Sure, thank you.

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