

Sample Call Center Script: Medical Office (Pediatric)

Tina

Good afternoon. Green Valley Pediatrics. This is Tina. How may I help you?

Mike

Yeah, hi. This is Mike Moscovitz. My son, Tyler, is a patient of Dr. Panzano. He's breaking out in hives and I think he may be having some sort of an allergic reaction.

Tina

Okay. Dr. Littman is on call tonight. Let me get a hold of her.

Mike

Okay, great.

Tina

Okay. And you said your first name is Mike. And would you be able to spell your last name for me?

Mike

Sure. It's Moscovitz, M-O-S-C-O-W-I-T-Z.

Tina

Okay that's Moscovitz, M-O-S-C-O-W-I-T-Z.

Mike

Correct.

Tina

Okay. And your son's name is Tyler?

Mike

Yes.

Tina

Okay. And how old is he?

Mike

Eight years old.

Tina

Okay. And he is a patient of Dr. Panzano?

Mike

Yes.

Tina

Okay. And is he in any pain, or is he having any other difficulties?

Mike

No, he seems fine. I'm just a bit concerned about the hives.

Tina

Okay. And can I have a number that the doctor would be able to reach you at, Mr. Moscowitz?

Mike

Sure. It's, area code 610, 265-1714.

Tina

Okay. I have 610-265-1714.

Mike

Yes.

Tina

Okay, I will get a hold of Dr. Littman right away, and I'll have her get back to you as soon as possible.

Mike

Thank you very much.

Tina

Thank you. I hope Tyler feels better.

Mike

Okay. Goodbye. Thank you.

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