

Job Aid: General Scripting for Leaving Voicemail

Purpose: To define guidelines to leaving acceptable voicemail messages

Who Uses This Process: Physician, PA, NP or clinical staff member

Voicemail Scripting

Appointment

- Hello, this is Name from Sharp Rees-Stealy calling to let you know we scheduled an appointment for Patient Name on Date, Time, Dr, Location. If this does NOT work for you, please call me back at phone number.
- NOT OKAY: Hello, this is Sandra from SRS calling to remind you that you have an OBGYN appointment with Dr. Gray on March 10 at 4 PM.

Clinical Call

- Hello, this is Name from Sharp Rees-Stealy calling for Patient Name to provide you with some non-urgent information. Unfortunately, I am unable to leave a detailed message in order to protect your privacy. Please call us back at (phone number), select option 5, and any member of your clinical care team will be able to assist you.
- Forms/Rx/Pick up items (prior to calling, ensure orders are in the system) If just wants patient to schedule an appointment needs to press option 1.
- Hello, this is Name from Sharp Rees-Stealy. Your prescription/form is ready for pick up Monday-Friday, 8:30-4:30-5 at the front desk of your physician's office. If you have any questions, you may call us back at (phone number)-and any member of your clinical care team will be able to assist you.
- Labs
- Hello, this is Name from Sharp Rees-Stealy. Can you please call us back at (phone number)? We have some non-urgent information to share with you. Any member of your clinical care team will be able to assist you.

OR

- Hello, this is Name from Sharp Rees-Stealy. I wanted to let you know that we have your lab results back and your results can be viewed on Follow My Health.

OR

- PEDIATRIC PATIENTS (under 12 years old): Hello, parent name, this is Name from Sharp Rees-Stealy, calling to let you know that your son/daughter's laboratory tests are all normal.
- NOT OKAY: Mrs. Jones, this is Dr. xx calling to inform you that your pap smear results are negative.

Prescriptions:

- Hello, this is Name from Sharp Rees-Stealy. I wanted to let you know that we have your prescription available for pick up. Our hours are 8:30-4:30 and you can come in at your convenience to pick it up. Please bring your government-issued photo ID at time of pick up.
- NOT OKAY: Mrs. Jones, this is Christina with SRS calling to let you know your Rx for Oxycodone is ready for pick up.