



## **Sample Call Scripts to Meet Access Regulations**

### *SAMPLE SCRIPT – Day Calls During Office Hours*

1. Thank you for calling the office of (name of physician or practice name).
2. If you are having a life threatening emergency, please hang up and dial 911 or go to the nearest emergency room.
3. Our normal office hours are (fill in office hours).
4. If your call is urgent and you have reached this message during normal office hours, please press XX or leave a message. Your call will be returned within 30 minutes. (Cater message to answering service or pager number.)
5. You may also access (name of doctor or practice) by visiting our website [www.thepracticewebsite.com](http://www.thepracticewebsite.com). Please feel free to set up an appointment or send us a non-urgent message. (For offices with patient portal.)
6. Our practice is committed to providing you access to your doctor, nurse, office staff and values you as a patient. Please feel free to leave a non urgent message and your call will be returned within the next business day.

### *SAMPLE SCRIPT – After Hours Calls*

1. Your have reached the office of (name of physician or practice name).
2. If you are having a life threatening emergency, please hang up and call 911 or go to the nearest emergency room.
3. Our office is closed. Our normal office hours are (fill in office hours).
4. If your call is urgent please press XX and be connected to our answering service. **OR**
  - a. If your call is urgent, please hang up and call our on-call physician at (cell phone number). Your call will be returned within 30 minutes. **OR**
5. Please also consider visiting our After Hours Care clinics - <http://www.browntoland.com/get-care/after-hours-and-urgent-care> for locations and hours.
6. Our practice is committed to providing you access to your doctor, nurse, office staff and values you as a patient. Please feel free to leave a non urgent message and your call will be returned within the next business day.