

Examples of Scripts for Front-Office

These are just "examples" of how to greet and converse with our patients.
You do NOT have to memorise the scripts.
The Important thing is to, "Try to keep the conversation polite and be sympathetic".

Greeting patients at the front desk

"Hi Jane (call them by name if you know them) it is good to see you today!"

Answering the phone

"Thank you for calling, this is (receptionist) _____, how may I help you?"

When people call asking for doctor during clinic hours

"He is with patients, how can I help you?"

If another doctor calls to speak to doctor

May I ask what patient this is regarding?" May I place you on hold for a moment while I see if he is available?" [take the name of the patient immediately to the back-office assistants].

When patients call on Wednesday to speak to the doctor

"The doctor does not have clinic on Wednesday, how may I help you?"

As patients are leaving the clinic

"Thank you for coming in today"

"Have a great day"

"See you in 2 weeks" (say the time when they are coming in next)

When patients call stating they will be arriving late

"If you will only be 5 minutes late we will still be able to see you. If it is going to be later than that, then we need to reschedule your appointment." If the patient gets upset or states, "well I have to wait for the Dr. when I am there," then we have to say "The reason that the patients have to wait is due to emergencies or that other patients have come in late, and we are trying to decrease the waiting times for patients."

When patients are 5 minutes late *and we are waiting for them*

"Hi _____, I will let the back office know you are here"

When patients arrive at the clinic 10 minutes or later

"Hi _____, I just wanted to let you know that your appointment was (? Minutes) 10 minutes ago. The doctor has already gone in with the next patient. We have 2 options. We can reschedule your appointment, or we can have you wait and see if another patient does not show up or cancels their appointment. Which of those would work best for you?"

When patients arrive at the clinic 15 minutes late

"Hi _____, I just wanted to let you know your appointment was 15 minutes ago. The doctor has already gone in with the next patient. We need to reschedule your

appointment. If you like we can have you wait and see if another patient does not show up, but that may mean waiting for some time. What would you like to do?"

When patients are angry

"How may I help you?"

"Let me look into that for you and see what we can do to help you"

(If you give them a time or date you will call them back, you must call them back at that time or earlier, or they will be even angrier than before)

"please don't worry about this in the mean time Mr./Mrs. _____, we will get some answers and get back to you as soon as possible"

When a patient calls in to schedule, is in *pain*, and wants to be seen earlier than the current appointment that is available.

"Mr./Mr.'s _____ we currently have no earlier appointments, but this sounds like it is very painful for you (or sounds like this is a real concern for you), let me get this information to the doctor's assistant and have her see how we can get you in the clinic as soon as possible." "I will see if she can get back to you during our lunchtime (or by the end of today.)" "What is the best number to reach you during that time?"

Listen to key phrases and words that the patient's say that create urgency (i.e., "I can't go another day." "my doctor wanted me to be seen right away." "I am worried about an infection." "If I cannot be seen in the next day or two I will need to call someone else."

When patients need to speak to the Back Office Assistant

Are you O.K. with leaving a message on her voicemail? (If yes, then ask them to hold just a moment and you will transfer them to the Back Office voicemail. If they say they must talk with her now, and then ask "May I tell her what this is regarding? Please hold and I will see if she is available." (If she is available, ask her if she is able to take the call at that time)

If she is not available, or is unable to take the call at that time, then say the following.

"_____ is helping the doctor with patients right now. I don't want you to have to sit and wait on the phone. I will give her this message and have her get back to you as soon as possible. Can you give me any other details that will be of help to her" (get any additional information that will be helpful for assistant to resolve this issue, and get the note to that back office assistant as soon as they come out of the room).

When the Doctor is out of town for vacation or seminars

If it is necessary to mention to the patient that the doctor is not available only say "the doctor is not in the clinic today, how may I help you?"

What do you say if the patient is asking about their medical condition and asks you (front-office staff) what you think their condition is, how we treat a certain condition or any other medical inquiries.

"I am unable to answer any medical questions, but the doctor will be more than happy to look at your condition and answer any questions you may have." (The patient may ask something similar to this "do you think this is an infection? Staff are unable to answer this question as they are not medically trained or licensed to do so)

Medical Questions that may be able to be answered by the back-office staff.

If someone asks a question that may be able to be answered by a back-office assistant such as “I just had an injection for my neuroma yesterday and my toes are still numb. Is that normal?” Tell the patient “I will transfer you to the back-office assistant’s line where they will be able to answer that question. If they are available they will pick up the phone if they don’t pick up they are helping the doctor with patients in the clinic. Leave a message and they will get back to you as soon as possible” “Is it O.K. if I transfer you now?”

[These are just suggestions. The important point is that there are scripts so that anyone who works the front desk knows what to say and their responses come across as very natural. The back-office and the doctor will know what has been said. This helps to create a consistent experience for the patient. Make the wording of the scripts work for your office protocols and guidelines.]