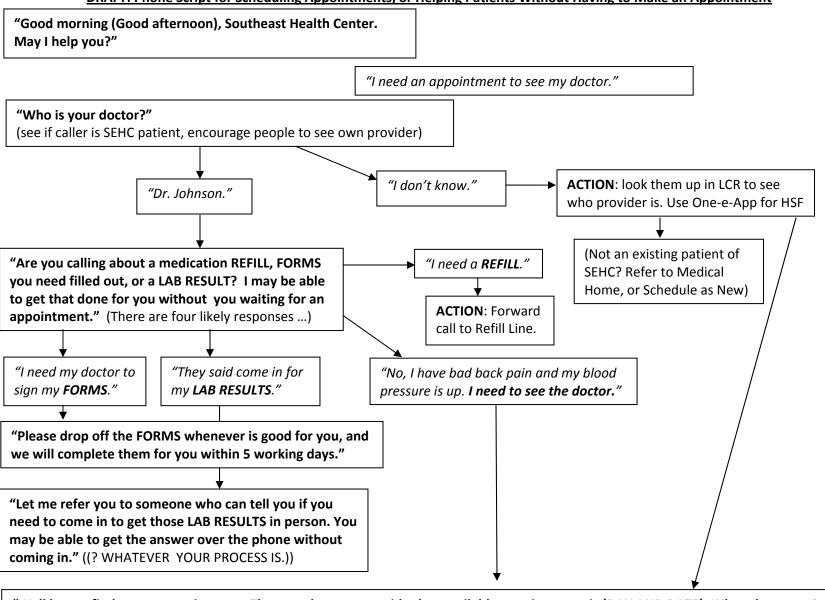
DRAFT: Phone Script for Scheduling Appointments, or Helping Patients Without Having to Make an Appointment



"Well let me find you an appointment. The next day your provider has available appointments is (DAY AND DATE). What about coming in at ...?" (BE STRATEGIC WHEN MAKING APPOINTMENTS. SELL EARLY IN DAY, ON DAYS THAT ARE LESS BUSY IN THE CLINIC. SMART SCHEDULING IS ABOUT MAKING EACH DAY WORK WELL FOR THE FRONT DESK, PROVIDERS' SCHEDULES, AND PATIENT'S NEEDS.)