"Good morning (Good afternoon), Southeast Health Center. May I help you?"

"I need an appointment to see my doctor."

"Who is your doctor?"
(see if caller is SEHC patient, encourage people to see own provider)

"Dr. Johnson."

"I don’t know."

ACTION: look them up in LCR to see who provider is. Use One-e-App for HSF

"Are you calling about a medication REFILL, FORMS you need filled out, or a LAB RESULT? I may be able to get that done for you without you waiting for an appointment." (There are four likely responses ...)

"I need a REFILL."

ACTION: Forward call to Refill Line.

(Not an existing patient of SEHC? Refer to Medical Home, or Schedule as New)

"I need my doctor to sign my FORMS."

"They said come in for my LAB RESULTS."

"No, I have bad back pain and my blood pressure is up. I need to see the doctor."

"Please drop off the FORMS whenever is good for you, and we will complete them for you within 5 working days."

"Let me refer you to someone who can tell you if you need to come in to get those LAB RESULTS in person. You may be able to get the answer over the phone without coming in." (Whatever your process is.)

"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.)