

Sample After-Hours Telephone Script

It is important to make patients feel comfortable calling the doctor on call if they *believe* the matter is urgent and cannot wait until normal business hours. To support this you may wish to consider using after-hours language similar to:

IF YOU ARE A PATIENT AND YOUR PROBLEM IS URGENT AND CANNOT WAIT UNTIL REGULAR OFFICE HOURS, A DOCTOR IS ALWAYS AVAILABLE TO HANDLE YOUR URGENT PROBLEM. PLEASE CALL XXX-XXX-XXXX FOR THE DOCTOR ON-CALL.

FOR ALL OTHER NON URGENT REQUESTS PLEASE CALL DURING NORMAL BUSINESS HOURS. OUR OFFICE HOURS ARE.....