

## **Making Appointments Script**

NAME:

Directions: You will be using the script below to practice calling and making a medical appointment. You will fill in the blanks with your own personal information, and then practice calling a “doctor’s office”. The first time you will fill in the blanks with “unexpected” information about yourself. The second time you will fill in the blanks with accurate information.

**UNEXPECTED/ ILL-PREPARED MEDICAL APPOINTMENT CALL:**

Receptionist: Hi, you've reached the Associated Physicians front desk. How may I help you?

You: Hello, my name is \_\_\_\_\_ (first name).

Receptionist: Okay, are you calling to make an appointment, or what do you need?

You: Yep. want to be seen for \_\_\_\_\_ (crazy medical problem).

Receptionist: Who is your primary care physician that you would like to make an appointment with?

You: Ummm... I don't remember...I'm not sure....can you just look me up in the system?

Receptionist: Sure. But you will need to give me your first AND last name.

You: Fine. It's \_\_\_\_\_ (first name) \_\_\_\_\_ (last name).

Receptionist: Thanks. And your date of birth?

You: Oh man, I think it's in \_\_\_\_\_ (month).

Receptionist: Sure thing. And your home phone number?

You: I don't know my home phone number.

Receptionist: Okay...well then do you know your address?

You: Well I know what town I live in. I live in \_\_\_\_\_ ( silly town).

Receptionist: Alright. And what company is your medical insurance through?

You: I don't really have insurance right now.

Receptionist: You will have to pay for the visit out of pocket. Finally, what is your availability? When would you like an appointment?

You: I can only really come after school this coming Friday, so....

Receptionist: Well we do not have a lot available. I have an opening at 8am on Monday the 27th?

You: Sure. whatever. Talk to you later!

## **EXPECTED/ WELL PREPARED MEDICAL APPOINTMENT CALL**

Receptionist: Hi, you've reached the Associated Physicians front desk. How may I help you?

You: Hello, my name is \_\_\_\_\_ (first name) \_\_\_\_\_ (last name) and I am calling to make an \_\_\_\_\_ appointment (type of appointment).

Receptionist: Who is your primary care physician that you would like to make an appointment with?

You: No problem. My primary care physician is Dr. \_\_\_\_\_ (doctor name).

Receptionist: Sounds good. I will just need to confirm your identity. What is your date of birth?

You: My date of birth is \_\_\_\_\_ (month) \_\_\_\_\_ (day) \_\_\_\_\_ (year).

Receptionist: Sure thing. And your home phone number?

You: You can use my cell phone number. It is \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_.

Receptionist: Great, thank you. What is your home address?

You: My address is \_\_\_\_\_ (street name and number) \_\_\_\_\_ (city) \_\_\_\_\_ (state) \_\_\_\_\_ (zip code).

Receptionist: Alright. And what company is your medical insurance through?

You: My insurance company is \_\_\_\_\_ (your insurance company).

Receptionist: Great. You are covered for this visit under your insurance. Finally, what is your availability? When would you like an appointment?

You: I can come any Thursday or Friday after 2pm.

Receptionist: We don't have anything available until Friday, March 31st at 3pm. Is that okay?

You: That would be perfect. So just to confirm, my appointment is on \_\_\_\_\_ (date) at \_\_\_\_\_ (time) with Dr. \_\_\_\_\_ (your doctor)?

Receptionist: That is correct. Would you like me to send you a confirmation text message?

You: That would be very helpful. Thanks for your help, and have a great day!