Cancellation

Speaking with the Patient: Hello, is _____ available? Hi, this is _____ calling with _____. How are you today? I was just calling because it looks like you had an appointment scheduled for ____:____ Today but it looks like we missed you. I was just checking with you to see when you would like to get that rescheduled.

● *I'd like to reschedule.*

Provider: Great! Did you have a date or time in mind that would work for you? (Schedule Appointment)

● *I bought new hearing aids.*

Provider: OK! No problem! Like I said, I wanted to touch base with you and see how everything was going. I'll go ahead and note your chart that you have decided to go to another clinic. If you need anything in the future, fell free to give us a call! We're happy to help!

● *I need to check my calendar/find a ride/etc.*

Provider: Of course! I know the schedule is filling up quickly, I can certainly get something on the schedule for a week out or so, and if it turns out that this will not work for you, we can always reschedule!

● *No, I don't want to schedule*

Provider: No problem! Would it be alright if I checked back with you on _____?

> **Yes:** Great! I'll make myself a note. Thank you for speaking with me today! Have a wonderful afternoon!

> **No, don't call back:** Not a problem, thank you for your time today! Have a wonderful afternoon!

● *Leaving a message with a loved one:*

Provider: Hello, is _____ available?

> **No:** Would it be alright if I left a message with you?

> **Yes:** Thank you. This is _____ calling with _____. I was just calling to check in. _____ had an appointment scheduled with us on _____, and it looks like that was canceled. I was calling to see when he/she would like to get that rescheduled. Would it be ok if I left my number with you?

> **No:** Not a problem, I can try back later. Thank you for your time.

● *Voicemail Script*   **Date/Time of Call: _____/ _____/ _____   ____:____**

Provider: Hi, this message is for _____. This is _____ calling with _____. I was just calling because it looks like you had an appointment scheduled for _____, but it looks like it was canceled. I was just checking with you to see when you would like to get that rescheduled. If you have any questions, or know of a date that works for you, our Toll Free number is _____. Thanks for your time, and have a wonderful afternoon!

**ATTEMPT CONTACT AGAIN IN ONE BUSINES DAY