

Appointment Reminder Call

BACKGROUND: We place two calls when a new patient books an appointment. The second is the Appointment Reminder Call, which is placed by the PSC on the business day prior to the appointment date. The purpose of this call is to gather information and remind the patient of the upcoming visit. Appointment Reminder Calls are best placed in the morning to allow time for return confirmations and schedule changes as needed. Please use the following script for this call.

THE CALL MAY GO LIKE THIS:

Ring Ring. Patient: Hello?

PSC: Hello, may I speak with Mr./Mrs. (Patient's last name)?

Hi, (Patient's name), this is (Your name). I am calling to remind you of your appointment tomorrow at (Name of clinic) for your Hearing Evaluation. Do you have a few moments to complete your check-in?

● Yes

PSC: Wonderful! This shouldn't take long.

- It looks like we have all of your information on file except for your (address/DOB/email). What might that be? (Collect info.)
- Great, and is (full name) your legal name? (Make any corrections)
- (Insurance not on file) Last, many of our patients ask us to contact their insurance company to find out what if any benefit they have for hearing health. Is this something I can do for you prior to your appointment?

● Yes, please

PSC: Fantastic -

- What kind of insurance do you carry? Is this your only policy?
- Do you happen to have your card(s) handy?
- (If so) I will only need your insurance ID and group number (collect this info).
- Are you the primary on the account? (If not, gather full name and DOB of the primary.)

Thank you. I will have your benefits available when you arrive.

● No, I would rather not. This should be a free appointment!

PSC: Yes, your consultation is free. We will never bill your insurance without your prior knowledge. Checking your benefits only allows us to give you information, should a treatable hearing loss be discovered.

● No

PSC: I understand. Would there be a better time for me to contact you today?

YES: Great, I will call you (date) at (time). Have a great day!

NO: Not a problem.

PSC: Well (Mr./Mrs. Patient's name), we look forward to meeting you and (Companion's name) at (date and time). If you could, please arrive 15 minutes early and bring your insurance cards with you to the appointment. Thank you, and have a great day!

● Voicemail Script

Date/Time of Call: ____/____/____ ____:____

PSC: Hello, this is (Your name) calling from (Name of clinic) calling to remind you of your Hearing Evaluation tomorrow at (time). We look forward to meeting you and (Companion's name)! Please call us at (clinic phone) if there is anything you need before your visit. Thank you and have a great day!