

Current Patient

THE CALL MAY GO LIKE THIS:

CCC: Thank you for calling the Hearing Center, this is _____, who am I speaking with?

General Information

1. **CCC:** Are you calling for yourself or a loved one?
2. **CCC:** Have you/they been seen here before? **Yes**
3. **CCC:** Great, let me look for you/them in our system, can I get the correct spelling of your/their first and last name?
4. **CCC:** Can you verify your/their date of birth, please? **Also verify address, phone number, and email to make sure it's all current.**
5. **CCC:** How can I help you today?
6. **CCC:** I would have day at time available, does that work for you?
7. **CCC:** Do you remember where we're located on street name?
8. **CCC:** I'd like to give you the number to our Patient Service Coordinator, name. They'll be your contact from now on if you have any questions. Are you ready for that number?
9. **CCC:** We look forward to seeing you on day and time. Thank you for calling!