

Making a doctor's or dentist appointment

Many doctor's offices have pre-recorded answering systems. A recording will answer your call and typically sounds something like this, "Hello, you've reached the office of Doctor _____, please listen carefully to the following menu options."

Listen for the prompt "To make or change an appointment."

A few things to think about before making the call to the doctor's office:

- Pick a quiet, private place to call from
- Have a (working) pen and paper close by
- Review your schedule over the next few weeks so you have an idea of available days and times for the appointment.
- Consider putting your phone on speaker so your hands are free to take note of your appointment time/date.

Receptionist: Hello, Thank you for calling, this is Alex, how can I help you?

YOU: Hi, I need to make an appointment to see a doctor.

Receptionist: Ok, no problem, have you been seen by one of our doctors before?

■ If the answer is **yes**

YOU: Yes, Doctor "_____".

■ If yes, but you can't remember his/her name)))

YOU: Yes, but I can't remember their name.

Receptionist: What's your date of birth?

YOU: (give your date of birth, this can be in any format; they'll understand. You can say 6/30/04 or 6/30/2004 or June 30, 2004.)

Receptionist: Ok, I see you have been seen by Dr. _____. The next available I have with Dr. _____ is (MM/DAY) at __: __pm

- Check your calendar, work schedule, however you keep track of your important dates and events.

YOU: Yes, that works for me.

Receptionist: Ok I have you in for Tuesday (MM/DAY) at __:__ pm. Please remember to bring your insurance card and ID.

YOU: Ok, thank you.

Receptionist: No problem, we'll see you Tuesday (MM/DAY) at __:__pm. Have a good day.

YOU: Thank you, you too.

END THE CALL

(SEE ALTERNATE ENDINGS FOR THIS SCRIPT ON PAGES __&__)

NEXT STEPS:

- Create an alert, reminder, calendar event (whatever schedule system works best for you).
- Be sure to enter the date, time AND location of the doctor's office.
- Add TWO alert tones
- One is for one day before
- The second is for 1-2 hours before the appointment time

ALTERNATE ENDING #1

If the date and time h/she offers doesn't work for you IT'S OK. What day of the week do you have off work? What day of the week do you have a ride, need a ride? What works for YOU? This is something you will need to know before calling to set up appointments. But back to the script. If the day she offered doesn't work for you, for the sake of this script let's say Tuesdays work well for you. You'll say:

YOU: That doesn't work for me. Do you have anything on a Tuesday?"

Receptionist: Let me look... (there will be a pause while s/he checks the schedule. Don't panic.)

Receptionist: Yes, I have Tuesday (MM/DAY) at 11:00am, 2:15pm or 3:30. Do any of those work for you?

YOU: Yes, 2:15pm works for me.

Receptionist: Ok I have you in for Tuesday (MM/DAY) at 2:15PM. Please remember to bring your insurance card and ID.

YOU: Ok, thank you.

Receptionist: No problem, we'll see you Tuesday (MM/DAY) at 2:15pm. Have a good day.

YOU: Thank you, you too." END THE CALL

ALTERNATE ENDING #2:

In the case that s/he SOMEHOW picks the ONE TUESDAY that you ARE NOT available-- it happens-- and it's ok! Just say,

YOU: Sorry, that is the one Tuesday I can't do. Do you have something available the following Tuesday??"

The script is the same as before!

Receptionist: Yes, I have Tuesday (MM/DAY) at 11:00am, 2:15pm or 3:30. Do any of those work for you?

YOU: Yes, 2:15pm works for me.

Receptionist: Ok I have you in for Tuesday (MM/DAY) at 2:15PM. Please remember to bring your insurance card and ID.

YOU: Ok, thank you.

Receptionist: No problem, we'll see you Tuesday (MM/DAY) at 2:15pm. Have a good day.

YOU: Thank you, you too." END THE CALL