

AFTER HOURS SCRIPT

One of the following scripts may be used by your medical office as a template for ensuring members have access to timely medical care after normal business hours.

CALLS ANSWERED BY A LIVE VOICE (E.G. ANSWERING SERVICE OR CENTRALIZED TRIAGE):

- If the situation is an emergency, advise the caller to call 911 immediately.
- If the member indicates a need to speak with a physician, facilitate the contact with the physician by:
 1. Putting the caller on hold momentarily and then connecting the caller to the on-call physician, or
 2. Get the members number and advise a physician will call them back within the hour, or
 3. Giving the caller the pager number for the on-call physician and advising them to call back if they have not heard from the physician within one hour.
 4. If a member indicates a need for interpreter services, facilitate the contact by accessing interpreter services.

CALLS ANSWERED BY AN ANSWERING MACHINE

If this is an emergency, please hang up and call 911 immediately.

Hello, you have reached (Name of the Doctor/Medical Group). If you wish to speak with the physician on-call,

1. Please hold and you will be connected to (Doctor)_____.
2. You may reach the on-call doctor directly by calling_____.
3. Please call_____. The doctor will be paged and you may expect a return call within one hour. (Please provide patient's instruction in case the provider is unable to return their call within hour).
4. Our Urgent Care Center is located at _____.

[Appropriate language options should be provided for the location.]

IMPORTANT: Effective telephone service after normal business hours' providers for callers to reach a live voice or answering machine.