Staff Phone Scripts

* Calling Appointments – This is a Tech or Doctor Task
  1. “Hi, this is {StaffName} from Wagnolia Veterinary Clinic. I know that {PetName} is coming in to see us on {Day, Date}. I want to let you know that we’ve added some safety protocols in light of the recent coronavirus outbreak. Our full protocols are listed on our Facebook account and on our website for you to review after this call. Firstly, will you be walking to your appointment or driving?
     + Walking
       - “If you have some time right now, I’d like to collect some information about {PetName}’s health over the phone in preparation for {his/her} appointment.”
         * If owner is available, please open the appropriate history template and complete history. Then skip to step 2.
         * If owner is unavailable at the moment. “How long will it take for you to walk to the clinic?” [Note this in patient appointment]. “We would like to collect {PetName}’s health information over the phone prior to the appointment. Please call us before you walk over to the clinic for us to do so.” Then skip to step 2.
     + Driving
       - “If you have some time right now, I’d like to collect some information about {PetName}’s health over the phone in preparation for {his/her} appointment.”
         * If owner is available, please open the appropriate history template and complete history. Then skip to step 2.
         * “We would like to collect {PetName}’s health information over the phone prior to the appointment. Please call us once you’ve parked your car and we will collect the information.” Then skip to step 2.
  2. “Thank you for your cooperation and patience. When you arrive for {PetName}’s appointment, please give our office a call. As soon as a veterinary staff member is available, he or she will come out to collect {PetName} from you. We will then complete {his/her} assessments and the doctor will call you with treatment recommendations. We will collect payment over the phone and then bring {PetName} back out to you after the appointment is completed. Please note that this may take some extra time, but we are happy to offer options to accommodate your schedule. Would you like for me to review those?”
     + No. “Thank you again for your time, and we’ll speak with you and see {PetName} shortly. If you are experiencing cough, fever or any other signs of illness before your pet’s appointment, please ask a friend or family to bring your pet in lieu of you, and please let us know accordingly. Thank you.” [End of conversation].
     + Yes. “{PetName} can stay in our clinic for the day. Our business hours for the day are {state the hours for the appointment day}. We can also reschedule your appointment for a different date or time if that is better.” Skip to step 3.
  3. “Thank you again for your time, and we’ll speak with you and see {PetName} shortly. If you are experiencing cough, fever or any other signs of illness before your pet’s appointment, please ask a friend or family to bring your pet in lieu of you, and please let us know accordingly. Thank you.” [End of conversation].