



## *Patient phone call scripts*

Use these scripts to call the parents of patients who need appointments for back-to-school immunizations. For more information on the new school immunization requirements, visit:

<http://kids.phila.gov/index.php/resources/school-immunization-requirements/>

This document includes three scripts:

- For when the person answers the phone
- For leaving a voice mail
- For text messages

### **For when the person answers the phone**

Hello,

My name is [NAME], calling from [PRACTICE/OFFICE NAME]. May I please speak with [PATIENT OR PARENT'S NAME]?

Your child, [PATIENT'S NAME], needs shots to go back to school in September and to keep [HIM or HER] safe from dangerous diseases that can easily spread in school.

We're calling to schedule an office visit to get your child up-to-date on their shots.

Is [PRACTICE/OFFICE NAME] still the primary care provider for [PATIENT NAME]?

**If yes:** Great. When can you come in for an appointment for this summer?

*Schedule the appointment.*

Please remember to bring identification and an insurance card to the appointment.

**If no:** OK, that's fine. We encourage you to contact that provider to schedule an appointment this summer so that a doctor can review [PATIENT]'s shot history and get them up-to-date before the school year starts.

Thank you so much, and have a nice day.

### **For leaving a voice mail**

Hello, this is [NAME] calling from [PRACTICE/OFFICE NAME]. [PATIENT'S NAME] needs shots to go back to school in September, and we're calling to schedule an appointment for you to bring [HER/HIM] in to get those shots.

Please call us back at (XXX) XXX-XXXX to schedule an appointment. Thank you!

### **For sending text messages**

[PATIENT NAME] is due for shots that they need to start school in September. Please call us at (XXX)-XXX-XXXX to schedule an appointment. Thanks!