

## Sample – Voicemail Messages

### Saint Elizabeth Regional Medical Center Telephone Line to Care Voicemail Messages

#### ***Recommended Message For Physician Office Answering Machine:***

*Before making your selection, please listen carefully to the following message.*

*Our office is currently closed. If you are a patient calling about a symptom or medical condition, please call xxxxxxxx to speak with a nurse at xxx-xxxx. If this is a medical emergency, please call '911' or go to your insurance program's preferred hospital.*

*If you are a provider needing to speak with a physician, please call our answering service at xxx-xxxx.*

*If you are an OB patient of Dr. xxxxxxxx, please call xxx-xxxx.*

#### **When patients call Telephone Line to Care they will be greeted as follows by an automated voice message.**

If all of the nurses are already assisting other callers, the patient will receive a recorded greeting asking them to:

- ◆ clearly state the patient's first and last name
- ◆ a phone number where the caller can be reached
- ◆ their physician's name
- ◆ a brief reason for their call

The message will also state that a call will be returned within 30 minutes.