

Notification or Reminder Call Answering Machine Message

Hello. This is your medical provider calling with appointment information for

[Mary Smith].

Please call us at 1-866-812-2323, any time, day or night. You will need your six digit referral order number when you return this call. If you do not have your six digit referral order number, please contact the office that referred you to obtain the referral number.

Notification Call

Hello. This is an important message from your medical provider.

To continue in English, press 1.
Para continuar en español, oprima el dos.

If this is [John Smith] press 1. Otherwise, press 2.

Consultations:	Procedures:
This call is to inform you that an appointment has been scheduled for you with [Dr. Smith] at	This call is to inform you that an appointment has been scheduled for you at the

[Clinic]

On [Tuesday, November 14th] at [9:00 a.m.].

[Clinic]

is located at

[Location]

To repeat this information, press 1. To continue, press 2.

If you will be able to keep this appointment, press 1. If you will be unable to keep this appointment but would like to reschedule to another time, press 2. If you will be unable to keep this appointment and wish to CANCEL, press 3.

If the caller presses 1	If the caller presses 2	If the caller presses 3
Please plan to bring your insurance cards, and follow the directions in your patient referral instructions for this appointment. Thank you. Goodbye.	Please hold while your call is transferred to the [Clinic].	Thank you. Goodbye.

Inquiry Call

Thank you for contacting the North Coast Referral Network Referral Inquiry Line.

Please be prepared to write down your appointment information. Please enter the six digit referral order number printed on your patient referral instructions, followed by the # sign.

If the number entered does <u>not</u> exist in IRIS	If the number entered does exist in IRIS
The number you entered is invalid. Please check the number on your patient referral instructions and re-enter the six digit referral order number followed by the # sign	If this referral order is for [John Smith] press 1. Otherwise, press 2.

If the order has been declined in IRIS	If the order has not yet been scheduled in IRIS	If the order has been scheduled in IRIS
This referral order has been declined. Please contact your referring clinician for further information.	This referral order has not yet been scheduled, please call back at a later date.	An appointment has been scheduled for you with <hr/> [Clinic] <hr/> On [Tuesday, November 14 th] at [9:00 a.m.]. <hr/> [Clinic] <hr/> is located at <hr/> [Location] <hr/> To repeat this information, press 1. To continue, press 2.

Reminder Call

Hello. This is your medical provider calling with an appointment reminder for.

Consultations:	Procedures:
This call is to remind you that an appointment has been scheduled for you with [Dr. Smith] at	This call is to remind you that an appointment has been scheduled for you at the

[Clinic]

On [Tuesday, November 14th] at [9:00 a.m.].

[Clinic]

is located at

[Location]

To repeat this information, press 1. To continue, press 2