

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.