

COVID-19 call center script:

[Patient requests an appointment due to COVID-19 symptoms or a positive test]

"I'm sorry you're not feeling well [you tested positive for COVID]. It is important that you are connected with our first available appointment."

[Offer the first available appointment]

"We are working to ensure all of our patients with COVID-19 symptoms receive immediate care. We are scheduling you with the first available healthcare provider to accomplish this. Let me check the schedule... The soonest I can get you in is [date and time] with [Provider's name]. Would that work for you?"

[If the patient insists on their preferred provider]

"I understand your preference to see Dr. [Preferred Provider], however, due to the urgency of COVID-19 symptoms, it's crucial to evaluate your situation as quickly as possible through any of our qualified providers. We can then schedule a follow-up appointment with your preferred provider a week later to ensure your condition is improving. This allows you to receive immediate care for your symptoms."

[Schedule the follow-up appointment]

"Let's also go ahead and schedule a follow-up appointment with Dr. [Preferred Provider] now. The earliest available appointment with them is [date and time] one week later. Does that sound okay?"

[Close the conversation]

"Thank you for understanding. We want to ensure that you receive timely care. Your initial appointment is scheduled for [date and time] with [provider]. Your follow-up appointment is scheduled with [Preferred Provider] on [date and time]. If your condition worsens before your appointment, please seek immediate medical attention. Do you have any other questions or anything else I can assist you with today?"

Revised to include all acute illnesses:

[Patient requests an appointment due to symptoms of an acute illness]

"I'm sorry to hear you're not feeling well. It's important that we connect you with our first available appointment for immediate care."

[Offer the first available appointment]

"We prioritize immediate care for all our patients experiencing acute symptoms. To accomplish this, we're scheduling you with the first available healthcare provider. Let me check the schedule... The soonest I can get you in is [date and time] with [Provider's name]. Would that work for you?"

[If the patient insists on their preferred provider]

"I understand your preference to see Dr. [Preferred Provider], however, due to the urgency of your symptoms, it's crucial to evaluate your situation as quickly as possible with any of our qualified providers. We can then schedule a follow-up appointment with your preferred provider a week later to monitor your condition. This strategy allows us to provide you with immediate care."

[Schedule the follow-up appointment]

"Let's also schedule a follow-up appointment with Dr. [Preferred Provider] now. The earliest available appointment with them is [date and time] one week later. Does that sound okay?"

[Close the conversation]

"Thank you for understanding. Our aim is to ensure that you receive prompt care. Your initial appointment is scheduled for [date and time] with [provider]. Your follow up appointment is scheduled with [Preferred Provider] on [date and time]. If your condition worsens before your appointment, please seek immediate medical attention. Do you have any other questions or is there anything else I can assist you with today?"