Script for Communicating with Patients About Same Day Waitlist

Script #1 (Adding patient to the waitlist)

- Identify acute need (using guide)

- Would you like to be added to our waitlist for a same day appointment? If we have a cancelation today, we will call you to see if you are able to come in later today to be seen.

~ If patient says "yes" ~

- Will you be able to stay near your phone today? In order to book you for the appointment, we will need to speak with you in-person.

~ If patient says "yes" ~

- We will attempt to get you in today. Tomorrow, we will be starting a new waitlist and if you'd like to be added to the new waitlist, please call us back as early as possible tomorrow.

- We unfortunately cannot guarantee that we will be able to get you an appointment today. If you feel too sick to wait for us to try and get you in, please go to urgent care.

Script #2 (Scheduling waitlisted patient for an appointment)

- Identify/ confirm that patient will ONLY be seen for acute need (using guide)