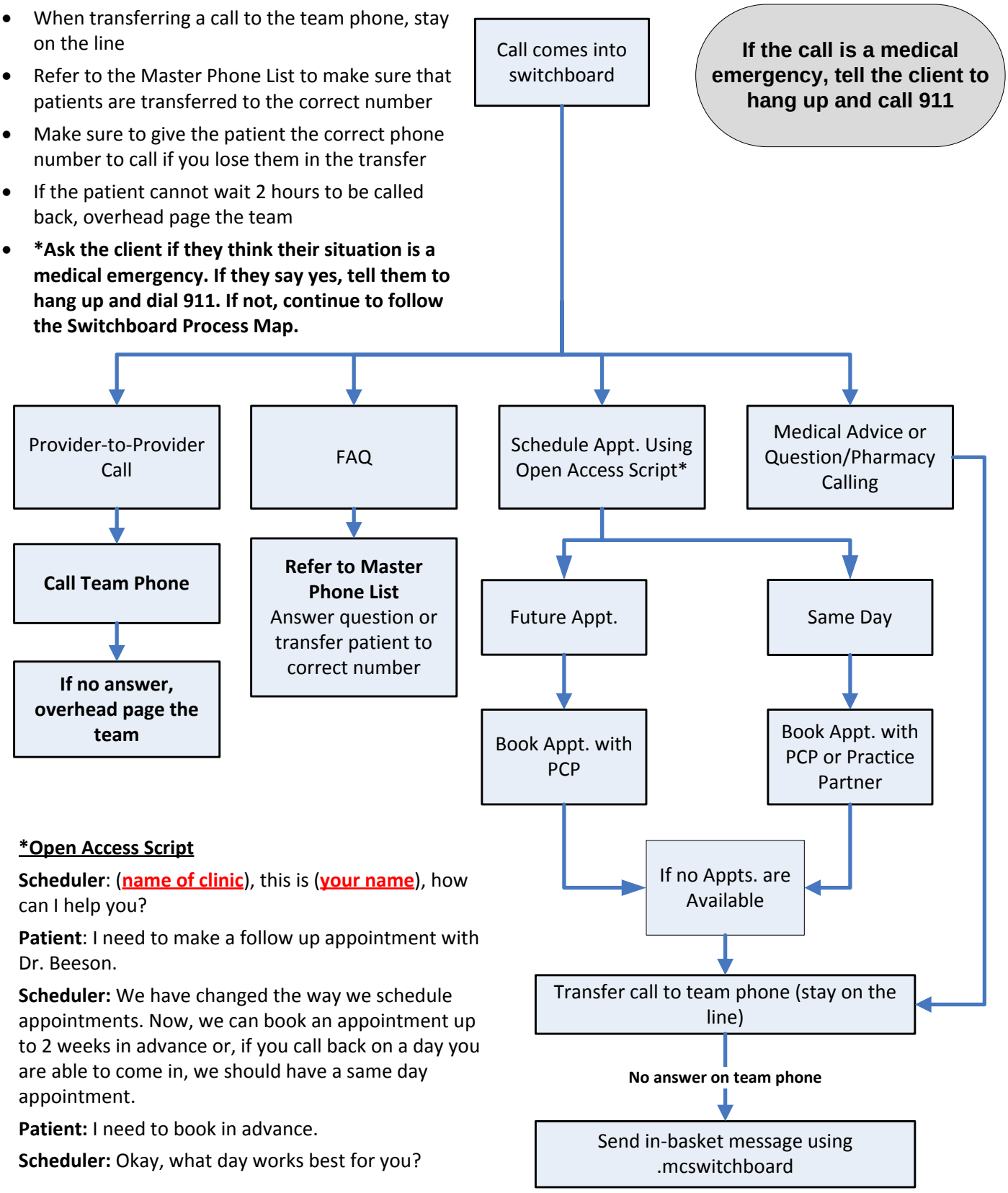
Use this Process When Calls Come Into the Switchboard

Key Points:

- When transferring a call to the team phone, stay on the line
- Refer to the Master Phone List to make sure that patients are transferred to the correct number
- Make sure to give the patient the correct phone number to call if you lose them in the transfer
- If the patient cannot wait 2 hours to be called back, overhead page the team
- ***Ask the client if they think their situation is a medical emergency. If they say yes, tell them to hang up and dial 911. If not, continue to follow the Switchboard Process Map.**



***Open Access Script**

Scheduler: (name of clinic), this is (your name), how can I help you?

Patient: I need to make a follow up appointment with Dr. Beeson.

Scheduler: We have changed the way we schedule appointments. Now, we can book an appointment up to 2 weeks in advance or, if you call back on a day you are able to come in, we should have a same day appointment.

Patient: I need to book in advance.

Scheduler: Okay, what day works best for you?

Source: Developed by Multnomah County Health Department. Portland, OR; 2010.
3-5-10