 **Outbound Call Script**

**Updated 7-17-2020**

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Confirmation Call Scripts

Ideally you already have the Familiar Voice’s name and confirmed from your initial phone call .

**If patient has FV:**

“Hello! This is \_\_\_\_\_\_\_ from Miracle Ear. I am just calling to confirm your appointment at \_\_\_\_\_AM/PM on \_\_\_\_\_\_with our consultant \_\_\_\_\_\_\_\_.

***If yes:***

“Great! We are looking forward to seeing/meeting you and \_\_\_\_\_\_\_ tomorrow! Have a great day!”

***If no:***

“I am sorry to hear that. Is there another date that we can get you rescheduled?”

**If there is no Familiar Voice indicated on the appointment:**

“Hello! This is \_\_\_\_\_\_\_ from Miracle Ear. I am just calling to confirm your appointment at \_\_\_\_\_AM/PM on \_\_\_\_\_\_with our consultant \_\_\_\_\_\_\_\_.

*Patient Confirms: Yes or No*

***If yes:***

“Great! For best results, we recommend you bring a loved one with you. This way we can evaluate your one-on-one conversations with the person you communicate with most. Do you have anyone that can come with you?”

***If no:***

“I am sorry to here that. Is there another date that we can get you rescheduled?”

**OR**

“Hello! This is \_\_\_\_\_\_\_ from Miracle Ear. I am just calling to confirm your appointment at \_\_\_\_\_AM/PM on \_\_\_\_\_\_with our consultant \_\_\_\_\_\_\_\_.

***If yes:***

“Because hearing is a function of communication, we prefer a companion, preferable someone you communicate with often so we can get an accurate picture of your hearing needs. Is there someone that could come with you?”

***If no, I’m a widow:***

“I am sorry to hear that. I will say, two sets of ears are better than one, there is a lot of information covered during the appointment, is there an adult child in the area that can come with you?”

***If no, I have nobody at all:***

That’s fine! Let’s get you in and get your hearing evaluated. We look forward to meeting/seeing you!”