

Henry Ford Health System Sample Phone Scripts

Physician Script Sample:

Hi. This is Doctor Smith. How are you?

I'm excited to share news of a new member of my team, Jennifer Brown. Jennifer is a nurse, and she is working closely with me to support the care of my patients. I wanted to personally call a few of my patients – like you, and set up a time for you, me and Jennifer to meet together. She'll be working with me to help plan your health care, provide resources for you, and get you better access to me by phone, email and in person

What days are best for you in the next two weeks?

How about Friday, October xx. We'll plan for you to meet with me and Jennifer together, and then you can spend a little extra time with Jennifer.

Physician Voice Mail Script:

Hello _____, this is Dr. Smith calling. I'm sorry I missed you today. I wanted to share some exciting news with you about a new member of my team, who will be partnering with me in providing personalized care. I'd appreciate if you can call me back at xxx-xxx-xxxx. If I'm not available, please ask to speak with Jennifer, our new nurse care manager. By the way – how is *(something personal)*?

NCM Script Sample:

Hi. This is Jennifer from Dr. Brown's office. Dr. Brown asked me to call you to follow-up on the message he left yesterday. I'm a nurse care manager who's new to her office. I work closely with her and her patients to help give better access to her, coordinate care and help you with your health goals. Dr. Brown wanted us to schedule some time when you, she and I could meet together in the next two weeks. What is the best time/day for you in the next two weeks for us to meet?