



Practice Script Guide: Making a Doctors Appointment



01 Introducing Yourself

"Hi, my name is Olivia Bargo and I would like to schedule my annual doctor appointment for my medication.

Or

"Hi, I am Mark Mitchell, I am sick today and I need to see a doctor."



02 Tell them who you want to see and why

"I would like to make an annual appointment with Dr. Smith so I can get a physical completed.

Or

"I'm a patient of Dr. Jones and I have a sore throat and a fever today."



03 Listen carefully to their questions

Common questions your doctors office might ask:

- "What type of insurance do you have?"
- "Has your address changed?"
- "Are you ok seeing a different doctor or nurse practitioner?"



04 Ask questions

It is important that you understand exactly what is expected. Make sure you ask questions if you are confused. Questions like:

- "What time am I supposed to be there?"
- "Do I need to bring anything with me?"
- "Do I need to go someplace special?"



05 Write it down

Before getting off the phone, make sure you have written down your appointment time and place. Always repeat it back to confirm.

"So, I will see you tomorrow at Dr. Mendez's office at 10:30am, right?"