



## 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 medicines.

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?"

[WWW.KYSPIN.COM](http://WWW.KYSPIN.COM)