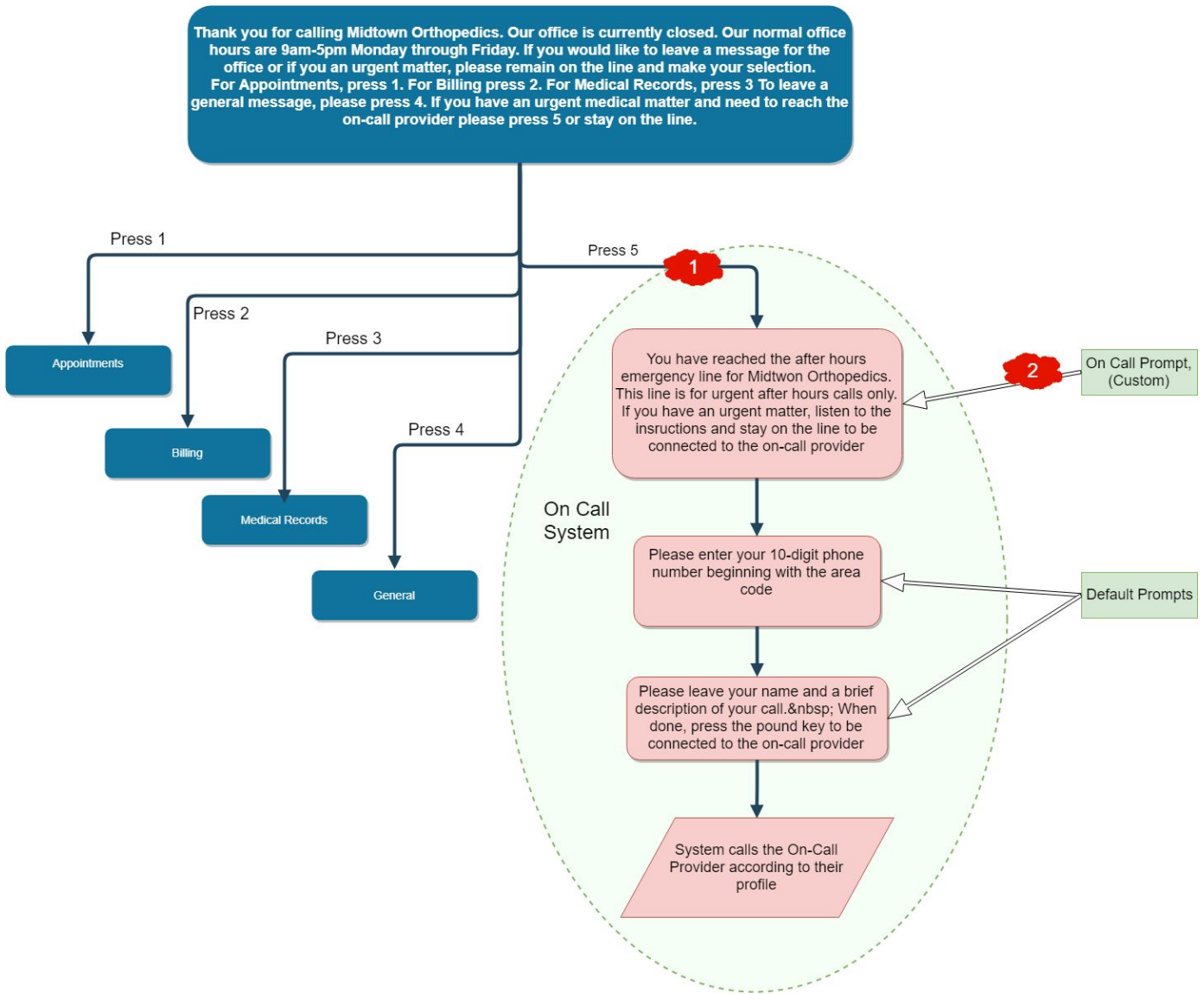




RingRx On Call

Diagram: Typical After Hours phone system setup



On Call Greeting Script

Callers generally should hear a recorded announcement that clearly explains to them that their call is going to be handled by an automated emergency system. The greeting should cover three things:

1. That their call is about to be considered an acute call and relayed to an On-Call provider
2. That they will be asked some information
3. That they need to stay on the line until they complete the call or are patched to the on-call provider (depending on your settings)

Example:

“You have reached the after hours emergency line for Downtown Medical Group. This line is for urgent calls only. If you have an urgent matter and need to reach the on-call provider, listen closely for requested information. After you have provided the information, remain on the line to be connected to the on-call provider.”

Feel free to modify the script accordingly, but the three items above should be addressed.