AMAZING VOICE

Sample Voice Prompts for Health Care

INTRODUCTION

This document provides representative examples of scripts for professionally-recorded voice prompts that are specific to healthcare organizations – from large, tertiary hospitals to small and medium size medical and dental practices. They are meant to generate ideas for any organization that is looking to improve patient care through a well-thought voice user interface – and can be tailored based on an organization's unique services and organizational structure.

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Traditionally, most healthcare organization have provided only basic greetings and call distribution prompts, thus missing opportunities to better serve their patients. These organizations can improve their ability to navigate patients to the right healthcare resources by expanding their prompts to automate patient care processes, such as patient scheduling, and provide important health information. Here is a list of healthcare prompt types to stimulate thinking about what could be included in a more comprehensive approach – each with specific examples. Descriptions and sample scripts for each example are provided below. You can Ctrl-Click on the table headings to go straight to the examples for each prompt type.

If you have a specific request for script examples that are not included in this document, please e-mail clientcare@amazingvoice.com and we will look for examples for you.

1. GREETING AND CALL DISTRIBUTION

Generic Physician Services

Typical auto attendant greeting and call distribution tree for a general practitioner, which can be revised for various specialty departments and practices Guides the patient to key resources and how to access various medical services.

"Thank you for calling Physician Services at the Peters Center. If this is a medical emergency, hang up and dial 911 now. Please select one of the following options:
- For physicians' appointments at all locations, press 1.
- If you are a physician trying to reach a Peters physician, press 2
- For prescription refills or questions related to medication, press 3.
- For office hours, fax number, mailing address and directions, press 4.
- All other callers … please press 5. "

Urgent Care

An urgent care center usually has different hours and specific requirements relating to what patients should be doing in an emergency.

"Thank you for calling General North Hospital. If this is a life-threatening emergency, hang up and dial 9-1-1"

"The urgent care hours of operation are Monday through Friday 2pm to 12 midnight, and Saturday and Sunday 8 am to 12 midnight. Appointments and referrals are not required. If you feel that your child needs to be seen urgently, please contact your primary care physician for advice or seek care at the closest emergency room. Otherwise, please call back during normal operating hours."

Location, Directions and Service Hours

A tertiary hospital can offer dozens of services across multiple sites: urgent care, radiology, physical therapy, etc. A well designed auto attendant system can guide patients to the right locations at the right times – and can refer the caller to a web-based map or directions resource.

"The <Specialty Name> Center is located at <Address>, 3 blocks south of Main Plaza. We are located on the 2nd floor of the hospital. For driving directions to all locations, please visit www dot <Hospital Name> dot org slash locations to print customized driving directions. Our normal business hours are Monday through Friday from 7:30 am to 5 pm. Our fax # is 720.777.7311

Doctors Names and Addresses

This university medical school lists over 100 doctors' names and locations in both English and Spanish

"If you are a new patient of the University Health System please plan on arriving thirty minutes prior to your appointment. Please remember that all co-pays and/or patient balances are due at the time of service. Thank you for choosing the University Health System"

The application then uses speech recognition to route the patient call based on which physician is being asked for and provides location information.

2. SCHEDULING

Post Op Scheduling

Provides information on what is required for a post-operative visit and initiates the process for follow-up visit scheduling

"All patients needing a new, first time, follow up or post-operative visit with a urologist or advanced practice provider must first schedule an outpatient clinic appointment."

"We are not able to schedule a surgical procedure until the patient has completed an outpatient clinic appointment with Pediatric Urology."

"Thank you for calling The Hutchinson Center. You have reached us outside of our normal business hours. if you are calling to schedule an appointment, please visit our website www dot Hutchinson center dot org. click on request an appointment. we will respond to the request within 1 business day. Please call us back after 8 am on the next business day. Thanks again for The Hutchinson Center. We look forward to serving you."

Medical Test Scheduling

Enables patients to start the process of scheduling test appointments.

"You have reached the Outpatient Scheduling Center. Our regular business hours are 7:30 AM to 5:00 PM Monday through Friday. Please leave a message stating your name, phone number and the test you need to make an appointment for. Someone will return your call during business hours. Thank you."

Outbound Appointment Reminders

Used to remind patients of pre-scheduled appointments and to confirm with the person called.

"Hello, this is Nelson Gorton Medical Center with a friendly reminder that << Name >> has an appointment on <Date> at <Time >." To confirm your appointment, press 1. To cancel your appointment, press 2."

"I'm sorry, I did not understand your request. Please try again."

"Appointment confirmed. Thank you for selecting the Nelson Gorton Medical Center for your medical home."

"Please call 732-376-9333 to reschedule your appointment. As a valued client, we thank you for selecting the Nelson Gorton Medical Center as your medical home. Goodbye. "

"Please remember to arrive 30 minutes prior to your appointment. Thank you for selecting the Nelson Gorton Medical Center as your medical home."

Staff Callout

This prompt is used by internal staff to indicate that a care provider will not be available to patients during a given time period.

"You have reached the Outpatient Therapy Services staff call-out line. If you're calling out for the day,

please leave a message after the prompt with your name and reason for calling out. Calls are picked up Monday through Friday from 6:30 AM until 6:30 PM. Please contact your Supervisor on his/her direct line in addition to leaving a message on this line."

3. PATIENT CARE PROCESSES

Test Results

Provides an easy avenue for patients to report test results on a recurring basis, such as, in this case, INR.

"Did you know you can report your result any time via the web at mycoagresults.com or through our

automated system at 855-209-8400? If you are concerned your INR Result is out of range, please follow your physician's instructions or seek immediate medical attention. If you would like to leave a message, please select one of the following options."

Outpatient Lab Services

This includes what patients need to bring to appointments and how to obtain and where/how to send medical records. Note the short Spanish prompt.

"You have reached the Outpatient Laboratory at Westside Hospital
Para continuar en español, por favor presione el 9 ahora."

"Westside Hospital, Outpatient Laboratory is open Monday through Friday from 8:00 am to 5:30 pm.

and Saturday, 9am – 2pm
Our address is <Address>.
Our fax number is <Fax Number>.
No appointment is necessary for routine outpatient laboratory services. Please bring a current insurance identification card and copies of your laboratory orders.
Laboratory orders can be faxed to our office. Please print the authorized providers' full name and office name on the request form.
For additional Outpatient Laboratory locations please visit www dot westside dot org back slash locations.
To repeat these options, press 0
To return to the previous menu, press #"

Prescription Refill

Informs patients of the process and information required to place and pick up a medication refill.

Example 1

"For medication refills call your pharmacy. Your pharmacy will contact us. Two business days after your call your refill will be ready for pick up at your pharmacy. If you are inquiring about test results leave the patient's full name, date of birth, phone number and tests results you are looking for. Your call will be returned by the next business day."

Example 2

"You have reached the Physician Services prescription line. After the prompt, please leave your full name, the spelling of your last name, your date of birth, a call back number, the name of the medication, and the name of your physician. Some medications may be called into your pharmacy. If you would like your prescription called in, please leave the name, location, and telephone number of your pharmacy. Please allow 3 business days to process your request. Thank you."

Patient Survey

Prompts the patient to provide feedback on patient experience along a 1 to 5 scale – including wait time, cleanliness, friendliness, quality of care.

"Hello, to improve our services, the Nelson Gorton Medical Center would like you to participate in a confidential survey. Press "1" now if this is <NAME> and you wish to continue."

"Please rate the following by pressing 1 through 5, using "1" as poor and "5" as great Please rate your overall experience at the medical center."

"Thank you for choosing the NGMC as your medical home. We look forward to continue serving you."

a. Please rate your wait time.
b. Was staff friendly and helpful?
c.   Please rate the care you received from the doctor.
d. Was the facility clean?
e. e. Would you recommend the NGMC to your family and friends?

"Press "3" is you would like someone to contact you about your visit."

"Thank you for choosing the Nelson Gorton Medical Center as your medical home."

Medical Supplies Ordering

These prompts are part of an application that proactively calls patients and processes refill orders for various supplies.

"Hello. This is the Kincaid Diabetic and Medical Supplies, rapid re-ordering system, calling regarding your next order. Our records indicate that <Name> is due for a refill. If you are <Name> or authorized to order their supplies, please remain on the line. If you are not authorized to place this order or would like to speak with a representative, press zero at any time."

Theapplication then asks the patient if he/she has less than 20 days of supplies for medical items used by diabetics - such as masks, filters, tubing and test strips - and gives him/her the ability to re-order.

Dental Eligibility and Benefits Information

These prompts are part of a system that communicates eligibility requirements and the amount of coverage provided for different benefit packages.

"Thank you for calling the Quartet Dental Voice Automated Customer Service System. This service provides eligibility and benefits information for members of our Quartet Dental Premier and Quartet Dental PPO plans. If you are calling from a touch tone phone, press 1. If you are familiar with this service, you may enter selections at any time. If you are calling from a rotary phone, please stay on the line."

"Type 1 benefits include preventive and diagnostic services. Quartet Dental will provide coverage up to…
Type 2 benefits include minor restorative services – including periodic maintenance. Quartet Dental will provide coverage up to…
Type 3 benefits include major restorative services. Quartet Dental will provide coverage up to…"

Eligible dependents are covered to age <Age>."

4. HEALTH SERVICES INFORMATION

Flu hotline

One hospital places their patients one touchtone away from a complete flu hotline that includes:
o A listing of symptoms and how to treat them

o Incubation periods
o Immunization protocols

o Advice on the efficacy of over-the-counter drugs.
o Resources for finding additional information – including websites

Here is an example of one prompt regarding prevention:

"The best prevention of seasonal flu is to immunize your child with the seasonal flu vaccine. The Centers for Disease Control recommend that everyone over the age of 6 months be vaccinated against the flu. This vaccine is available in many doctors' offices and other community settings. Contact your child's primary care physician regarding immunizations with the season flu vaccine for your child and all household members. Some children between the ages of 6 months and 9 years may have to receive 2 doses of influenza vaccine 3 to 4 weeks apart. You can prevent the spread of all types of flu by covering your sneezes and cough with a tissue, washing your hands frequently, and staying home when you are sick. For more information on vaccination clinics in your area, visit our web site www dot westside dot org. To return to the previous menu, press #"

Medical Records Requests

Gives patients information regarding how to authorize and receive their medical regards – including required information and where/how to send forms.

"If you have not yet completed an authorization form to have medical records sent to you or another healthcare provider, please visit www dot westside dot org, and type medical records in the search field. From here, you will see the link to an authorization form. You will need to print, complete and return the authorization to us by mail or fax. The fax number and address for returning the authorization can be found at the bottom of the form. If you are calling to check on the status of a release, please stay on the line and you will be transferred to our Release of Information office."

"To request medical records, please fax your request on company letterhead to fax number 894-7837291. Be sure to include the patient's name, date of birth, and the information you are requesting. Again, the fax number is 894-783-7291.
If you are calling to check on the status of a release, please stay on the line and you will be transferred to our Release of Information office."

Hiring information

Educates prospective physicians and other staff on the process of applying for open positions and how to track an application throughout the interviewing process.

"If you are interested in applying for a position with Westside Hospital, you will need to visit our web site at www dot westside dot org and create an account. All positions posted are currently open and accepting applications. Our hiring process on average takes about 60 days. You will receive an automatic email notification from our system when your application status changes. You can also log back into your account to check your status at any time. Please visit the careers link on our web site then click on the link search for jobs online. "

"In our frequently asked questions section, there is a job application link that will help you be able to search for positions online. It also provides trouble shooting tips and hints.
If you need to speak with someone in Human Resources, press 1.
To repeat this message, press 0
To return to the previous menu, press #"

Education

Points prospective student candidates for medical degree programs to key resources pertaining to curriculum and the application process.

"Information about the master's degree program in genetic counseling is available at our web site <Website>. Please download and review the program brochure first, if you are a prospective applicant to the program. It includes complete details about the curriculum, pre-requisites, application deadline and online application process. The program is located at <Location> The mailing address for supporting materials such as transcripts is <Address>
To speak with a program administrator, press 1
To return to the previous menu, press #"

"You have reached the Medical Education Office at Los Remolas Hospital. If you are a 4th year medical student wishing to enroll for an elective, please go to the <Local Medical School> extern website at www dot <School> dot edu forward slash extern. For Continuing Medical Education, press 1
For the Residency Program Coordinator, press 2
For the Medical Student Coordinator, press 3
To reach the Coordinator for Visiting Clinical Trainees, Press 4
For the Director of Medical Education, Press 5
For all other calls, Press 6
To repeat these options, press 0
To return to the previous menu, press #"

Blood Donation

Informs potential donors on what to do and where to go to donate blood, and includes a listing of general requirements and disqualifiers for blood donation.

"You have reached the Livingstone Blood Donation Center, located at <Address>.

For directions to our

facility, press 1. For donation hours, press 2. To hear general requirements for donor eligibility, press 3. For a list of restrictions disqualifying candidates for blood donations, as well as a list of conditions that may result in a deferral of blood donation, please go to our website at <Web Site>. To return to the main menu, press #. "

Option 3: " To donate blood blood, you must be at least 16 years of age, weigh at least pounds, have no active cold or flu-like symptoms. and be in good general health. Donors over the age of 85 require authorization from a physician. You must eat well at all mealtimes and drink plenty of fluids before in the three days prior to donating blood. Upon arrival at the Donation Center, you must present a valid form of identification with a picture – including a driver's license, passport, or similar document."

DEPARTMENTAL LISTINGS

Amazing Voice has provided voice prompts for a wide variety of departments within hospitals and other types of medical centers and practices. The broader the department coverage across an organization, the more consistent and professional the voice user interface sounds. We can provide prompt examples for the following:

- Cardiology
- Endocrinology
- Ophthalmology
- Family Planning
- Burn Unit
- Patient Billing
- Joint Center
- Reproductive Counseling
- Nephrology
- Orthopedic

- HIV Testing/Prevention
- Dermatology Maternity
- Programs
- Financial
- Counseling
- Respiratory
- Psychiatry/Behavioral Sciences   Sleep   &
- Neurophysiology
- Radiology   Hospice
- Center

- Pastoral Care
- Pediatric Surgery
- Plastic Surgery
- Food Service
- Help Desk
- Kidney Center
- Quality & Patient Safety
- Hotline
- Genetics
- Infectious Disease

ABOUT AMAZING VOICE

Amazing Voice is a leading global provider of professionally recorded voice overs, on-hold messages, IVR recordings, and narrations for businesses of all sizes. Our clients use our voice branding expertise to enhance their customer experience, strengthen their brand identity, and add a professional touch to their phone systems, videos, and online content.

We specialize in high-quality recordings for interactive voice response (IVR), auto attendants, Message on hold, eLearning modules, explainer videos, advertisements, corporate presentations, and any other project that requires a professional human voice.

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