

**\*\*Business Hours\*\***

A: Welcome to <PRACTICE NAME>. Press 1 for New Patient, 2 for Clinical questions, 3 for refills, etc etc

- If press 1
  - Ring front desk
  - B: Voicemail prompt if no answer
- If press 2
  - Ring Nurse
  - C: Voicemail prompt if no answer
- If press 3:
  - D: Voicemail prompt

**## \*\*After Hours\*\***

G: You have reached <PRACTICE NAME> after hours. Please Press 1 for urgent, 2 for non-urgent clinic matters and leave a voicemail. If this is a medical emergency, please hang up and dial 9-1-1.

- If press 1
  - E: Voicemail prompt for urgent matters
  - SMS notification to on-call doctor
- If press 2
  - F: Voicemail prompt for nurses line