

Appendix L: Example of a General Telephone Welcome Message on Automated Attendant System

“You have reached Drs A/B/C’s family medicine office. Please listen to the following three options before making a selection.

If you are calling due to symptoms of fever and cough, please press <1>.

If you are calling due to general questions about influenza H1N1, please press <2>.

If you are calling to book an appointment and have no fever and no cough, press <3>.

For other inquiries press <4>”.

then, as appropriate, depending on number entered by patient:

<1> If you have fever and cough, please [indicate office approach to fever and cough]...

<2> For up-to-date information on H1N1 influenza, please visit HealthLink BC at <http://www.healthlinkbc.ca/kbaltindex.asp> or call 8-1-1.

<3> Et cetera, as per your office preferences.