



TELEPHONE MANNER

When making an outbound call to arrange an appointment: SPEAK SLOWLY AND CLEARLY

- Start the call with: *'Hello can I speak to... Mrs, Mr, miss ...'* use first name and surname to establish the correct person. Once you have established they are the patient refer to them in the formal *'Miss, Mrs, Mr'* and their surname.
- If the patient is not the one answering the call never state what the call is about, just ask if the patient is available to speak to you, if they are not, leave the clinic contact number for them to call back.
NEVER TELL THE PERSON WHO ANSWERED THE PHONE WHAT THE CALL IS ABOUT IF THEY ARE NOT THE PATIENT. If the person answering the call is not happy that you cannot give them any further information please state: *'I'm very sorry due to data protection reasons I cannot give out that information'*
- Should you get no reply from the contact number given but there is an answer phone, it is acceptable to leave a message stating your name, the company name and telephone number asking them to call you back regarding an appointment:
'Hello my name is _____, I'm calling from HEM Ultrasound regarding a GP referral, please call me back when you are free on 01795 436465'
- If you are speaking to the patient ask them their name, date of birth and first line of address for ID. Once you are talking to the patient, either by them returning your call or by confirming they are the person requested, start by saying:
'Hello my name is.... And I am calling from HEM ultrasound. Your GP has requested an ultrasound scan for you.'
- You can then go on to arrange an appointment. When you arrange the appointment ensure you do the following:
 - Ask the patient if they know where we are and then give them the address
 - Ensure you give preparation and check they understand and they have written it down
 - Always give the clinic number should they need to call for any further information.
 - Do they need to make arrangements for transport – they are welcome to call back after making arrangements or to give permission for the person bringing them to call to get directions.
- Always ensure that the details of the call are documented on e-clinic to include prep given and date you called, plus any other relevant information the patient may give you.

When receiving incoming calls:

- Answer the phone clearly and slowly: *'Hello HEM Ultrasound Lauren Speaking, How can I help?'*
- Remember, patients may ask questions you cannot immediately answer, don't panic, simply state: *'I'm not sure the answer to that, please hold the line while I find out for you'*

IF IN DOUBT ASK A MANAGER!!