

2.4 Making an Appointment with the Doctor

Receptionist: Thank you for calling Group Health. How may I direct your call?"

Beth: I want to make an appointment with the doctor.

Receptionist: Please hold while I connect you to the appointments desk.

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**Receptionist:** This is the appointments desk, how may I help you?

Beth: I want to make an appointment with the doctor.

**Receptionist:** Ok, what is your member number or last name?

Beth: My last name is Brown. That's B-R-O-W-N.

**Receptionist:** Beth?

Beth: Yes.

**Receptionist:** Ok, what would you like to see the doctor for?

Beth: I would like to have a checkup.

**Receptionist:** Ok. Do you have any specific concerns about your health?

Beth: No, I don't.

**Receptionist:** Dr. Cats has an opening next Tuesday at 9:00 am. Does that work for you?

Beth: I'm sorry, but I work in the mornings. Are there any appointments after 4:00pm?

**Receptionist:** Yes, Dr. Cats has an opening Wednesday, December 19<sup>th</sup> at 4:30pm.

Beth: That sounds great. Thank you.

**Receptionist:** Would you like a reminder call the day before your appointment?

Beth: That would be great, thank you.

**Receptionist:** Ok, then we'll see you December 19<sup>th</sup> at 4:30pm. Please come to the second floor of the clinic.