

Making an Appointment with the Doctor

It is 9:00 on Tuesday morning. Bob has the flu. He has a fever of 100 degrees. His head hurts, and he threw up twice last night. He calls the doctor's office to make an appointment. He calls 555-5555. A receptionist answers, "How may I direct your call?" Bob says, "I need to make an appointment with the doctor."

The receptionist asks Bob, "What are your symptoms?" Bob answers, "I have a fever and a headache. I threw up twice last night." The receptionist asks Bob to say his member number or his last name. Bob says, "My last name is Williamson. That's W-i-l-l-i-a-m-s-o-n."

The receptionist asks Bob, "How about tomorrow afternoon?" Bob says, "I feel very sick today. Can I see a doctor sooner?" The receptionist asks, "Can you come today at noon?" Bob says he can come today at noon.

The receptionist continues, "Ok, you are scheduled for an appointment with Dr. Thompson today at noon. You need to come to the second floor of the clinic. Also, please arrive 10 minutes before your scheduled appointment."