



Sample After-Hours Script

“Thank you for calling the office of Dr. Smith. We are unable to take your call at this time. If this is a medical emergency, please dial 911 or seek attention at your nearest emergency room. If this is not a medical emergency, you may leave a message after the tone and I or a covering practitioner will return your call (provide specific instructions for your practice here). You may also call your health plan’s 24-hour a day Nurse Advice Line for free medical advice. The number is on the insurance card provided by your plan.”