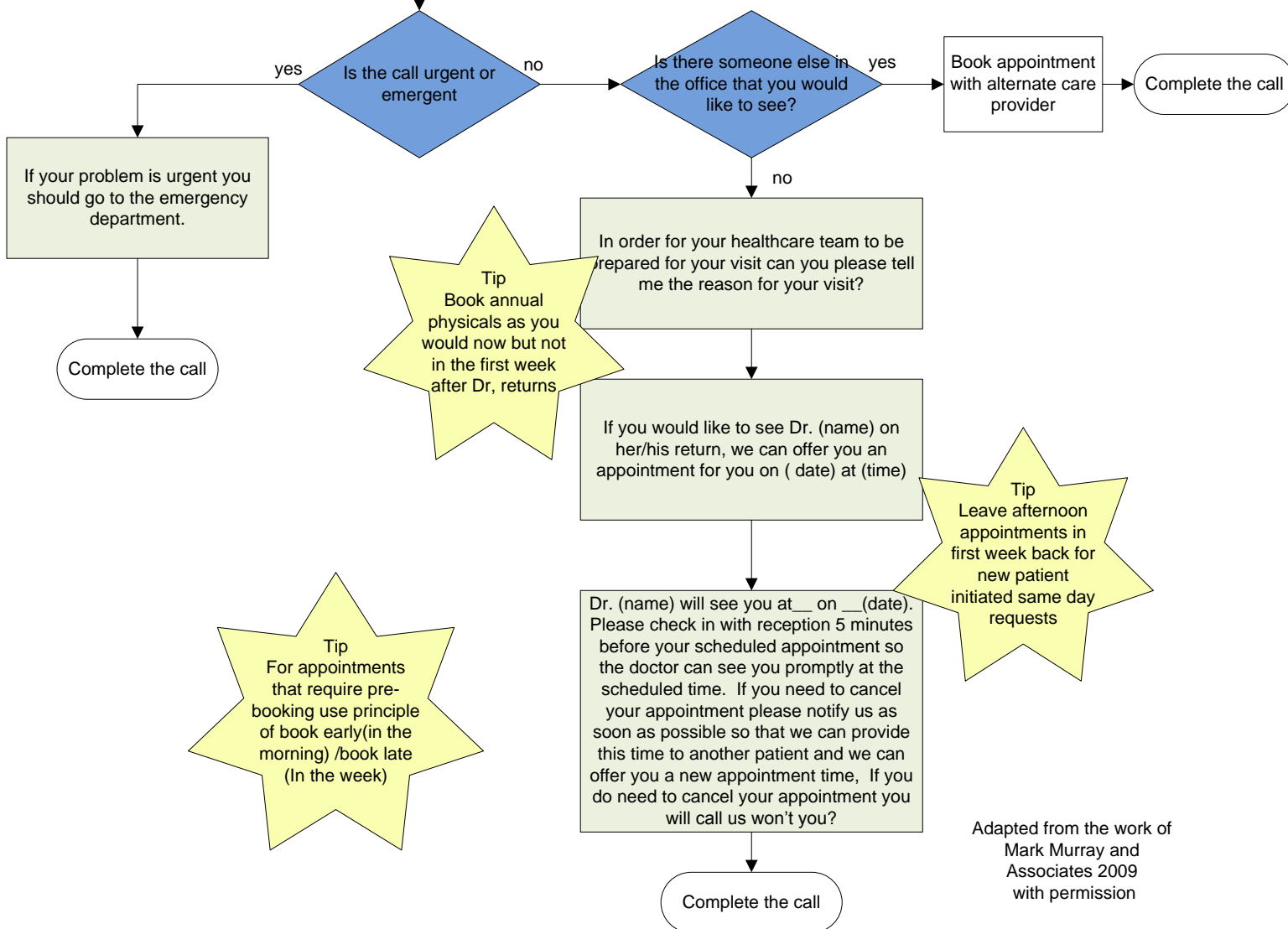


**Script for Reception**  
 For Post Vacation Scheduling  
 (plan for one week of post vacation scheduling  
 for each week of vacation)



Good morning  
 Dr. (name) is on  
 vacation this week.  
 What is the reason  
 for your call?

**Tip**  
 Use morning  
 appointments to  
 book backlog that  
 accumulated  
 during time Dr.  
 away



**Tip**  
 For appointments that require pre-booking use principle of book early (in the morning) / book late (In the week)

**Tip**  
 Book annual physicals as you would now but not in the first week after Dr. returns

**Tip**  
 Leave afternoon appointments in first week back for new patient initiated same day requests

Adapted from the work of Mark Murray and Associates 2009 with permission