## Learning Communi AN HQO INITIATIVE **Script for Reception** For Post Vacation Scheduling (plan for one week of post vacation scheduling for eack week of vacation) Advancing Improvement in Primary Care in Ontario Tip Use morning appointments to book backlog that Good morning accumulated Dr. (name) is on vacation this week. during time Dr. away What is the reason for your call? s there someone else in yes Book appointment no Is the call urgent or the office that you would with alternate care Complete the call emergent like to see? provider If your problem is urgent you no should go to the emergency department. In order for your healthcare team to be repared for your visit can you please tell Tip me the reason for your visit? Book annual physicals as you would now but not in the first week Complete the call after Dr, returns If you would like to see Dr. (name) on her/his return, we can offer you an appointment for you on (date) at (time) Tip Leave afternoon appointments in first week back for new patient initiated same day Dr. (name) will see you at\_\_ on \_\_(date). requests Please check in with reception 5 minutes Tip before your scheduled appointment so For appointments the doctor can see you promptly at the scheduled time. If you need to cancel that require prebooking use principle your appointment please notify us as of book early(in the soon as possible so that we can provide morning) /book late this time to another patient and we can (In the week) offer you a new appointment time, If you do need to cancel your appointment you will call us won't you? Adapted from the work of Mark Murray and Associates 2009 with permission Complete the call