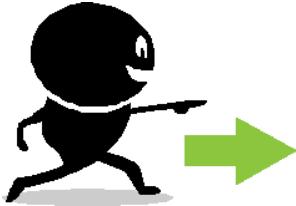


Sample Phone Scripts

Using the right phone script is an important part of your risk management plan for a Pregnancy Medical Clinic (PMC).

The script on the following page offers suggested responses to a variety of common questions that often come into the PMC about medical services.



Tip

Counseling on the phone not only puts your medical clinic at risk it also increases the chances of the client not coming in because you gave her “too” much information on the phone.

RULE

The primary rule is that there is **no counseling** or medical advice on the phone. Rather, the goal is to make an appointment for the caller to come to the medical clinic or answer benign questions (i.e., where are you located, when is your next parenting class).

Guidelines for Phone Scripts

- Phone calls into the center are divine appointments.
- Everyone uses the script. No one goes off script.
- You are a medical clinic and should follow the standard of conduct of other medical clinics in your community.
- Always be transparent & tell the truth.
- Goal of phone script is to get women to come in to the medical clinic
- Only use people with good customer skills to answer phone
- Make sure that the tone of those answering the phone is warm and caring
- Phone scripts should be approved by the Medical Director and Executive Director
- Phone calls into the center are considered high risk for the following reasons:
 - o Anti-pregnancy center groups are calling to collect information about the services offered by the pregnancy center.
 - o Some calls may be made by individuals who have been trained in communication manipulation skills for the purpose of getting the person on the phone from the center to say things that they should not say.
 - o In some states, recording phone calls without the person on the other phone is legal i.e., Oregon).

The scripts are only samples of the kind of answers that should be given on the phone and should be used as part of a strong risk management process that protects your PMC .

The script below have been reviewed and approved by a professional that assists ambulatory medical clinics to secure accreditation with the Accreditation Association for Ambulatory Health Care.



SAMPLE SCRIPTS

Opening statement:

“Hello, Life Choices for Women, this is Beth how can I help you?”

Ending statement:

“Thank you for calling Life Choices we look forward to seeing you.”

Caller Asks	Answer
<p>Do you do abortions? How much are your abortions?</p>	<p>We do not perform abortions here. But would love the opportunity to have one of our nurses discuss with you your options. Our services are always confidential and very educational. We have an opening (day) _____ at _____ am/pm or (day) _____ at _____ am/pm. Or if you cannot make an appt, now, you are welcome to drop in anytime between the hours of _____ and _____.</p>
<p>I need an abortion. I just need an abortion</p>	<p>We do not perform abortions. But before you decide to abort, you need to know how far along you are and your choices. One of our nurses would love to help you with this. We have an opening (day) _____ at _____ am/pm or (day) _____ at _____ am/pm. Or if you are not able to make an appt, you are welcome to drop in anytime between the hours of _____ and _____.</p>
<p>Can you refer me to an abortion clinic?</p>	<p>There is no abortion clinic that our medical director is comfortable referring to. Before you decide to abort, you need to know how far along you are and what choices you have. One of our nurses can help you with this. We have an opening (day) _____ at _____ am/pm or (day) _____ at _____ am/pm.</p>

<p>I had a pregnancy test at my doctor's office.</p> <p>I already had an ultrasound</p>	<p>What was the result of that pregnancy test and how can we assist you?</p> <p>I would love to schedule an appointment for you to meet with one of our nurses. We have an opening _____ at _____pm/am. If you are unable to make an appt at this time, you are welcome to come in between _____ and _____. We look forward to assisting you.</p> <p>Unfortunately, 1 in 4 pregnancies end in miscarriage. We can give you another ultrasound if you qualify.</p> <p>We have an opening (day) _____ at _____am/pm or (day) _____ at _____am/pm.</p>
<p>Do you offer ultrasounds?</p>	<p>Yes, we offer an ultrasound to confirm that you have a live pregnancy. The ultrasound exam may also help you to know how far along you are. We have an opening (day) _____ at _____am/pm or (day) _____ at _____am/pm.</p>
<p>Can I come in to get birth control?</p>	<p>We provide pregnancy diagnosis and nursing consultations about birth control. We do not dispense any medications at this clinic, but we can provide you with a referral list of qualified doctors for reproductive health care.</p>
<p>I need a pregnancy verification letter to apply for Medicaid.</p>	<p>YOU WILL NEED TO MAKE AN APPOINTMENT to come in. We have an opening (day) _____ at _____am/pm or (day) _____ at _____am/pm. If you absolutely cannot make it, you are welcome to drop in between _____ and _____.</p>
<p>I think I am pregnant, but I'm bleeding. Can I come in to get checked out?</p>	<p>If you think you may be pregnant and you are bleeding, our doctor advises that you seek immediate medical attention from your own doctor or go to the ER. We do not provide pre-natal or emergency care.</p>