**No**

**Yes**

Do you need an appointment today?

Patient requests an appointment

Good Morning xx

“name” speaking how can I help you

Dr xx will triage your call. I will take your details and they will call you back.

You are xx call in the queue.

What number will they be best to contact you on?

Thank you they will call you back shortly

The next available appointment for Dr “name” is on….

Or The next available appointment with any Dr is….

Which Dr would you like to see?