



IT'S ALL ABOUT
WORDING!
5 DO'S/DON'TS
WHEN
SCHEDULING.

|
Free Guide

THE WYRICK OUTLOOK, INC



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IT'S ALL ABOUT WORDING! 5 DO'S/DON'TS WHEN SCHEDULING.

DON'T SAY: WE ARE FULLY BOOKED.

Do say: We currently have appointments scheduled at that time.

*Note: "Fully Booked" appears as though you are too busy. Instead, be honest that you have patient's scheduled at that time and help look at an alternative day!

DON'T SAY: THERE ARE NO AFTER SCHOOL APPOINTMENTS THAT DAY

Do say: We do have morning appointments available on this day and an afternoon available on X date.

*Note: Using the first response can imply that you don't have any appointments. Instead, offer an earlier appointment and give a date with the next afternoon slot.

DON'T SAY: WE CAN ONLY SCHEDULE THIS APPOINTMENT IN THE MORNING.

Do say: The Doctor requests this appointment to be scheduled during a quiet time in the morning to allow for xxx reason.

*Note: Let them know the reason why the Doctor is requesting an AM appointment. If they understand why-chances are they will accept the reasoning behind the request.

DON'T SAY: THE DOCTOR WANTS TO SEE JIMMY BACK IN 4 WEEKS.

Do say: The Doctor would like to see Jimmy back in approximately 4-6 week (give a range).

*Note: When you tell someone the Doctor wants to see them back in 4 weeks. They will want that EXACTLY. Allow for some wiggle room when it comes to the time slot they request.

DON'T SAY: WE ARE CLOSED ON THAT DAY.

Do say: This day is currently unavailable, however I do have the following day at X time.

*Note: Avoid the frustration of office closures. Kindly redirect the request of a closed day and offer an alternative option.

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