

## Sample After Hours Script

In order to be in compliance with all DMHC the suggested script examples will help to ensure that you meet SVIPA standards. Please modify your answering service script immediately, if not already implemented.

### *Example 1:*

"You have reached the office of (give Dr. name) our office is closed. If this is a life threatening medical emergency, please hang up and dial 911 or go to your nearest emergency room otherwise, please leave your name, number including your area code & **(give Dr. name) will automatically be paged and will return your call within 30 minutes.**"

### *Example 2:*

"You have reached the office of (give Dr. name) our office is closed. If this is a life threatening medical emergency, please hang up and dial 911 otherwise, go to your nearest emergency room. **If this is not urgent, please leave your name, number including your area code and a clinician will call you back within 30 minutes.**"

### *Example 3:*

"You have reached the office of (give Dr. name) our office is closed. If this is a life threatening medical emergency, please hang up and dial 911 or go to your nearest emergency room otherwise, **(give Dr. name) may be reached at (give alternate phone number).**"

As an active provider for St. Vincent IPA, please be advised that you must adhere to all health plan requirements and most importantly honor your provider contract.

**Please be aware that our St. Vincent IPA provider relations department will randomly select providers every month to check their after-hours message.**