

Script for Reminder Calls

A reminder call to those clients **without COVID Vaccine verification on file** should occur the business day before **any** scheduled face to face appointments. Please use the COVID-19 Screening Checklist when making this call.

“Hello _____.

This is _____, calling from Behavioral Healthcare Corporation.

I am calling to remind you of your upcoming appointment tomorrow (or Monday) with _____. When you arrive please wait in the 1st floor lobby closest to Marietta Ave. We ask that you wear a mask the entire time. _____ will come to get you.

I do need to ask you some COVID related questions. (Go over checklist. Please note that the first question should be “Have you been fully vaccinated?”)

Please call us if you experience any health changes between now and your appointment with _____ on _____.”

(If they are two weeks post second dose)

“Before your session you will have your temperature taken as a precaution. Please be sure to bring your COVID-19 Vaccination Card with you.”

(If you are not vaccinated)

“Before your session you will have your temperature taken and you will be asked these questions again.”

Please be sure bring along with your insurance card. My information says that you have a co-pay of \$_____.

Thank you and have a great day!”

Please remember to forward the completed COVID-19 Screening Checklist to the appropriate staff member.

***If you receive a voicemail. Please leave the following message if the client signed off during.

“Hello _____.

This is _____, calling to remind you of your appointment (day) _____ at (time) _____ with _____.

Please call us back at 717-399-8288. I need to go over some check in instructions and a few COVID related questions before you come in.

Thank you and have a great day!”