Baylor Scott & White All Saints

Telephone Etiquette Script

**Answering Telephones (Both In house and outside calls)**

***All calls should be answered by the third (3) ring***

Baylor Scott & White All Saints Laboratory, this is (your name) \_\_\_\_\_\_\_\_. How may I help you?

**Placing a Caller on Hold**

May I put you on hold while I \_\_\_\_\_\_\_\_ (look that up, get …, etc.) it may take me a \_\_\_\_\_\_\_\_\_ (time frame).

***NOTE****: Do not keep anyone on hold longer than 2 minutes. Give the caller the option to wait as we look it up or if they would you rather you call them back. (Make sure you get their name and number.)*

**Transferring a Call**

(Caller’s Name) \_\_\_\_\_\_, I am going to transfer you to \_\_\_\_\_\_\_\_\_\_ (name of person and/or dept.) and if we get disconnected the phone number is \_\_\_\_\_\_\_\_\_\_\_\_\_.

Transfer the call and remain on the line until someone picks up. (Transferring Name) \_\_\_\_\_\_\_\_\_, I have (caller name) \_\_\_\_\_\_\_\_\_\_ on the phone and they are looking for (patient, specimen, other info, etc…) \_\_\_\_\_\_\_\_. When I hang up they will be there.

**Misdirected Calls**

Baylor Scott & White All Saints Laboratory, this is (your name) \_\_\_\_\_\_\_\_ how may I help you. *Either use the Place on Hold or Transferring a Call feature.*

**Irate Caller**

I am sorry for your inconvenience, how can I help you.

**Offensive Languages or Profanity**

“Excuse me, as I previously mentioned, I am here to help you. If you continue using abusive language, I will have no choice but to terminate this call.