

Client:

Site:

Date:

Time:

RECEPTION:				COMMENTS:	
Number of rings before call was answered (goal=3):		Y	N		N/A
Under goal number of rings?					
Friendly greeting?					
Gave location in greeting?					
Gave name?					
"May I help you?" or similar polite comment?					
Did scheduler speak in a slow, easy to understand manner?					
If you were put on hold, were you asked first, and given a chance to say yes?					
Tone of voice was friendly?					
SCHEDULER/DEPARTMENT:					
Name:		Y	N		N/A
Use your name during the call?					
Ask if you are a new or returning patient?					
Offer you appointment options?					
Accommodate your time of day preference?					
Offer directions for finding office?					
Ask if you had any questions?					
Listened carefully to what you had to say?					
Answered your questions in a way that was easy to understand?					
Made this phone call easy for you?					
Went over everything you will need for the appointment?					
Treated you with respect?					
Made you feel you would be welcomed the day of your visit?					
APPOINTMENT CANCELLATION DETAILS:					
		Y	N		N/A
Appointment Cancelled?					
Name:	Date:	Time:			
SCORING:					
		Y	N		N/A
TOTAL					
Mystery Call Score		0%			