

#9

Telephone Prompts

You Do Not Have To Listen To the Complete Telephone Greeting. Simply Select the **Correct** Option

PATIENT SHOULD NEVER PRESS THE # SIGN. THEY WILL BE ASKED TO HANG UP AND CALL BACK IF THEY DO. THIS LINE IS ONLY FOR PHYSICIAN USE.

- **URGENT MEDICAL PROBLEMS**: press 1. Please do not select this option unless you have a TRUE MEDICAL EMERGENCY. Non-urgent callers will be asked to hang up and call back.

- To schedule an appointment, press 2

- For test results, press 3

- To obtain a copy of medical records, press 4

- If you have received a bill from “ Assoc. in Internal Medicine “, not a lab, press 5

- If you need directions to the office, press 6

- All other callers please stay on the line and the next available operator will assist you.