English for medical receptionists

1. Greet him and ask his last name and date of birth

Hi, I'm here for my ten o'clock appointment.	Good morning! May I have your last name, please?
Ricci. R-I-C-C-I.	Thank you. And your date of birth?

Good morning! How can I help you?	May I have your last name, please?	Could you spell that for me?
And your date of birth?		

2. Tell him his appointment is under another day and fix it

That's strange. I was sure it was today.	No problem. Let me change it to today.

Let me check. One moment, please.	I see your name, but the appointment is for tomorrow.	No problem. Let me change it to today.

3. Ask him to fill out the form

Yes, it's my first time here. Is there a form?	Yes. Please fill out this form.
Do you need my insurance card?	Yes, please. I'll make a copy and give it right back.

Is this your first visit?	Please fill out this form.	Do you have your insurance card with you?
I'll make a copy and give it right back.		

4. Ask him to take a seat and say the doctor is fifteen minutes late

Done. Where do I sit?	Please take a seat. The doctor is running fifteen minutes late.

Please take a seat. We'll call your name.	I'm sorry, the doctor is running fifteen minutes late.	Thank you for waiting.

5. Book his follow-up appointment

The doctor says to come back in two weeks.	Sure. How about Tuesday at ten?
Tuesday works. Thanks!	You're all set. See you then.

Would you like to book your next appointment?	How about Tuesday at ten?	I'll write it on a card for you.
Can you hold, please? I'll be right back.		

Help an English-speaking patient at a front desk, an AI chatbot: kotokin.com/learn/english/english-for-medical-receptionists