



### Appt Requests from a Client

1. If a client would like to set up an appointment with Dr. Schmidt or Dr. Serratore while the specialist CSR is here, forward the call to the specialty lobby phone.
2. If the specialist CSR is not here, inform the client that only the Specialist CSR is to schedule the appointments. Forward them to the Specialist Lobby phone.
3. Specialists appointments are **NOT** scheduled by anyone other than Britt, the Specialist CSR