

Before making a callback, ALWAYS check record, signalment and see why Pt was seen along with DX, medications and DVM recommendations

“Hello, this is (your name) calling from Tier 1 Veterinary Medical Center, how are you? I am calling to check up on (patient).”

Let O update you- if they say Pt is doing well thank them for the update and let them know if they have any questions or concerns that come up they can call us back.

If O states Pt is not doing well, not responding to TX or has further questions enter details into note and either answer their questions or transfer to a primary tech if uncomfortable answering those questions or leave a note for the doctor and let O know they will receive a callback as soon as possible.

If O does not answer phone, leave a message “Hello, this is (your name) calling from Tier 1 Veterinary Medical Center, calling to check up on (patient) if you could give us a call back with an update we would appreciate it, our phone number is 907-745-8437, thank you.