

Follow up/ no show/ cancellation phone call template

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To: Joey <joe@incinta.cn>; Miranda <miranda@incinta.cn>; Incinta Fertility Contact <contact@incintafertility.com>
Cc: Ana Cortes <acortes@incintafertility.com>; zhangxiang <zhangxiang@incinta.cn>; 张俊然 <zhangjunran@incinta.cn>; Charlotte O'Neill <coneill@incintafertility.com>

Hi all,

Please see an example of the follow up phone call introduction:

Ivm: Hi Ms. XXX, this is XXX from Incinta Fertility Center. I am giving you a quick follow-up since we noticed that you were not able to come in for your appointment on XX day.
If you would like to reschedule or you have any questions, please do not hesitate to contact us at 424-212-4087.
Thank you!

If pt picks up: Hi Ms. XXX, this is XXX from Incinta Fertility Center. I am giving you a quick follow-up since we noticed that you were not able to come in for your appointment on XX day. I am here to answer any questions or would you like to reschedule your appointment?

- Also, if pts hesitate, please ask them if they want us to call them back in the future. Tell them we are always here to help.

Please keep in mind that each pt is unique and their answers or reasoning for not coming in are different.
Please be flexible.

Thank you!

Best,
Christina

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