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FR11-2 Act 2

SCRIPT #1 FOR MAKING AN APPOINTMENT

Office: Hello, Doctor's Office
Pilar: Hello, I need to make an appointment.
Office: Why do you need to see the doctor?
Pilar: I'm not feeling well.
Office: What seems to be wrong with you?
Pilar: I have a headache, a fever, and an upset stomach.
Office: We have an appointment late this afternoon.
Pilar: At what time?
Office: 4:15
Pilar: OK. I'll be there.

SCRIPT #2 FOR MAKING AN APPOINTMENT

Receptionist: Dr. Fromage's office. How may I help you?
Patient: Hi. I'd like to make an appointment.
Receptionist: When would you like to come in?
Patient: Tomorrow.
Receptionist: What kind of problem are you having?
Patient: I have a very bad pain in my back.
Receptionist: Ok, let me help you schedule something. Could you come in tomorrow at 2:00?
Patient: Yes, that would be fine.
Receptionist: Okay, we'll see you then.
Patient: Thank you. Bye.

SCRIPT #3 (ADVANCED) FOR SPEAKING WITH THE DOCTOR'S OFFICE ABOUT YOUR APPOINTMENT

Julie is a new patient at Dr. Fromage's office. Listen to the telephone conversation between Julie and Evelyne Faux. Evelyne Faux is the receptionist who works at the front desk in Dr. Fromage's office.

- Evelyne Faux:** Hello, Dr. Fromage's office, this is Evelyne Faux speaking.
- Julie:** Hi. My name is Julie Chateau. I'm a new patient and I have a few questions about my appointment next week.
- Evelyne Faux:** How can I help you?
- Julie:** Could you tell me where your office is?
- Evelyne Faux:** Sure, we are at 3401 Chestnut Street.
- Julie:** Excuse me...I didn't understand. Could you repeat that please?
- Evelyne Faux:** Sure. We are at 3401 Chestnut Street. Do you know where that is?
- Julie:** Yes. That is near my apartment.
- Evelyne Faux:** Oh, okay.
- Julie:** I have another question. What information do I need to bring with me?
- Evelyne Faux:** You need to bring a list of ALL of the medicines you take, including non-prescription drugs, including eye drops, vitamins, and laxatives.
- Julie:** I'm sorry...what was that? Did you say you want me to bring all of my medicines?
- Evelyne Faux:** That's right. You should bring all of your medicines. You should also bring the phone number of your regular pharmacy and the names and addresses of your other doctors. When you come, you will fill out a health history.
- Julie:** Ah...okay. If you don't mind, I have another question.
- Evelyne Faux:** Go ahead.
- Julie:** Could you tell me again when my appointment is?

Evelyne Faux: Sure. Your appointment is at 10:00 a.m. on Friday.

Julie: I'm sorry. Can you repeat that?

Evelyne Faux: 10:00 a.m. Friday.

Julie: Could I ask you one more question?

Evelyne Faux: Sure. No problem.

Julie: If I have an emergency before my appointment, what number should I call?

Evelyne Faux: First call our regular number. If we are not in, you should call our emergency number: 203-489-0987

Julie: I'm sorry...could you say the number again more slowly?

Evelyne Faux: 2-0-3-4-8-9-0-9-8-7

Julie: Okay...good. Thank you very much for your time.

Evelyne Faux: Can I help you with anything else?

Julie: No. That's all for now. Thanks and see you on Friday!