

Technician Call Training Script

1. Patient call list (primary pharmacy patients only)
2. Hello Mr/Mrs. _____, it is time for your annual check up with the pharmacist. This is a benefit included in your _____ Medicare pharmacy insurance policy. Can I schedule you to come in for ___(time)___ on ___(date)___?
3. Meeting Resistance.
 - a. It is important to your Medicare plan that you receive this service. Is there another day that works better for you?
 - b. This is a valuable service provided to you by ___your pharmacy___, but is of no cost to you.
4. Patient agrees to schedule appointment.
 - a. Add patient information into pharmacy's Google calendar/outlook/etc online calendar.
 - b. Mail out patient prep worksheet
5. Day of appointment.
 - a. Call patient remind them to BRING ALL MEDICATIONS, INCLUDING OTC
 - b. Remind them of their appointment time and let them know that they are scheduled to spend 30 minutes with the pharmacist
 - c. Encourage them to bring questions and have a goal in mind
6. When patient enters pharmacy for appointment.
 - a. Do not make them wait in line.
 - b. Recognize them and immediately greet them and seat them in the designated counseling/consultation area.
 - c. Beginning helping them fill out their patient prep worksheet if they have not already.
 - d. Check off each medication on their list and note strength/dose/directions.
7. Pharmacist will follow and complete the clinical evaluation.