

Communicating with patients about Practice Plus



Patient Phones at 2pm

Kia ora can I please book an appointment with my Dr, I need to be seen today?

Call handler/ Receptionist:

Kia ora Maia sorry we are fully booked for today? Could you wait to see the Dr tomorrow as I have an appointment at 3.15pm tomorrow?



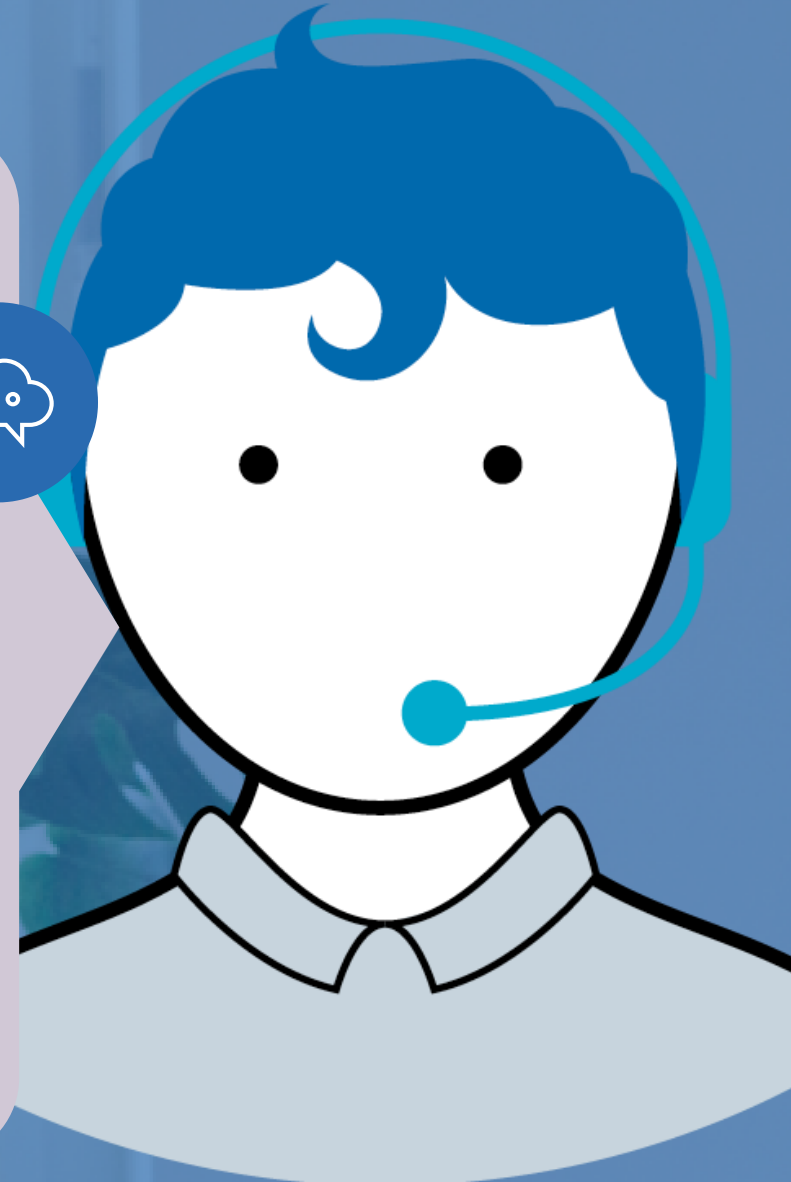


Patient:

I really do need to be seen today thanks

Call handler/ Receptionist:

Ok, we have an after hours service connected with our Practice called Practice Plus for video appointments with a Dr from 5-10pm each day. Do you have a smart phone, computer or ipad with internet?





Patient:

Yes I have a smart phone with wifi

Call handler/ Receptionist:

Ok, all you need to do is to go into our practice website and click on the Practice Plus logo and you can wait for the next available Dr from 5pm or schedule an appointment at a time that suits you





Call handler/ Receptionist:

I can wait on the phone
while you get into our
website otherwise you can
go direct to
www.practiceplus.nz

