**Making an Appointment Activity**

**Directions**

Use the following phrases in a role-play activity with your students. The teacher should play the role of a receptionist or simulate the voice of an automated message. It is important to vary the order of the dialogue, because each physician’s office will typically request the same information in a different order. Likewise, rephrase some of the questions slightly to help prepare your students for authentic dialogue. Once your students are comfortable with this activity, they can role-play with each other.

*Note*: With this activity, it is a good idea to have copies of different insurance cards available. This will allow students to practice identifying the name of their provider, their insurance ID number, their insurance provider’s customer service phone number, etc.

**Automated Message Vocabulary**

You have reached the office of Dr. X. If this is a medical emergency, please hang up and dial 911.

If you are a medical provider, please press 1

If you want to schedule an appointment, please press 2

If you need to reach the nurse’s station, please press 3

If you need to reach the billing office, please press 4

If you are listening to this message we are either closed or busy with a patient. Please leave your name and number and we will call you back within two business days.

**Receptionist Vocabulary**

Are you a new patient?

Dr. X isn’t taking any new patients

What is your name?

What is your date of birth?

What is your address?

What is your phone number?

Who is your insurance provider?

Our office is Out-Of-Network

We do not take that insurance. Please call your provider.

Who is your PCP (Primary Care Physician)?

Why do you need to see the doctor?

The next opening I have is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

We can see you on Tuesday at 2:00 PM

We don’t have anything available until \_\_\_\_\_\_\_\_\_

Would you like a morning or afternoon appointment?

**Patient Vocabulary**

I want to make an appointment with Dr. X.

I want to make an appointment for myself.

I want to make an appointment for my daughter/ son.

I need an appointment because \_\_\_\_\_\_\_\_\_\_\_

Do you have anything sooner?

My insurance is \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I will be self-pay.

Can you repeat that?

I need an interpreter. I speak \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Note: some offices provide an interpreter, some will have to call you back through a language line, and others ask for a patient to provide their own interpreter)