



RingRx Communication Guides

# Voicemail Greeting

Practical tips to help your healthcare team communicate with confidence.

## What This Is For

Help your team create a standard voicemail message that protects patient privacy and sets clear expectations

## Use This When

- ✓ Main office voicemail is enabled
- ✓ A shared mailbox receives calls for multiple staff members
- ✓ A personal mailbox is used for direct lines or extensions
- ✓ Calls roll to voicemail after-hours or during peak times

## Customization Guidance

- ✓ **Do not ask** callers to leave medical details
- ✓ **Only include a callback timeframe** if you can meet it
- ✓ **Update the recording** for holiday hours or staffing changes

### Do

- ✓ Keep the message under 20 seconds
- ✓ Speak slowly and clearly
- ✓ Repeat the practice name once if callers often reach the wrong number
- ✓ Re-record when hours or expectations change

### Don't

- ✗ Ask callers to describe symptoms, treatment, or billing details
- ✗ Promise same-day callbacks unless guaranteed
- ✗ Use urgency language like "immediately" or "as soon as possible" if it isn't realistic

## HIPAA Reminder

Voicemail greetings should not prompt callers to share protected health information. Ask for contact info only, then verify identity before discussing details when you call back.

## RingRx Tip

Voicemail transcription can help your team triage messages quickly without replaying recordings.

## Review Note

Review quarterly or when staffing, hours, or call routing changes.

## Recommended Script

*"Thank you for calling (Practice Name). We're unable to answer your call right now.*

*If this is a medical emergency, please hang up and dial 911.*

*Please leave your name, phone number, and a brief message, and we'll return your call as soon as we can."*



### Tone Tip

Keep it calm and unhurried. A steady pace sounds more professional than speed.