



RingRx Communication Guides

Rescheduling (Inbound)

Practical tips to help your healthcare team communicate with confidence.

What This Is For

Help your team handle patient requests to reschedule existing appointments by phone in a clear, consistent, and patient-friendly way.

Use This When

- ✓ A patient calls to move an existing appointment
- ✓ A patient's schedule has changed
- ✓ A patient needs a different provider, location, or appointment time

Customization Guidance

- ✓ **Verify identity** before referencing the appointment
- ✓ If neither works, **ask for a preferred day or time range**
- ✓ **Offer two new times** whenever possible

Recommended Script

"Thank you for calling (Practice Name). My name is (Name). How may I help you?"

I'd be happy to help you reschedule. May I confirm your full name and date of birth?"

Thank you. Which appointment would you like to move? I have (Option 1) or (Option 2) available. Which works best?"

Great. You're rescheduled for (Day, Date) at (Time) with (Provider) at (Location)."



Tone Tip

Be helpful and patient. Confirm the request, then focus on available options.

Do

- ✓ Confirm which appointment the patient wants to change
- ✓ Use a calm, steady pace
- ✓ End with a clear confirmation of the new appointment details

Don't

- ✗ Assume which appointment the patient wants to change
- ✗ Rush the patient before checking availability
- ✗ Sound annoyed if the patient changes preferences

HIPAA Reminder

Confirm the patient's identity before discussing appointment details. Avoid leaving detailed scheduling information in voicemails.

RingRx Tip

After you reschedule, send the updated details in writing using RingRx secure texting. Then use RingRx Outreach to automate the follow-up reminder sequence for the new appointment.

Review Note

Review quarterly or when hours, provider schedules, or staffing responsibilities change.