



RingRx Communication Guides

After-Hours Calls (Auto Attendant)

Practical tips to help your healthcare team communicate with confidence.

What This Is For

Give callers a clear after-hours menu so urgent calls route to the on-call provider and non-urgent calls go to voicemail.

Use This When

- ✓ Your practice uses an auto attendant after business hours.
- ✓ You use RingRx OnCall for urgent calls.
- ✓ You want one clear urgent option and one voicemail option.

Customization Guidance

- ✓ **Route the urgent-call option** to your RingRx OnCall extension.
- ✓ **Route (Option 2) to a mailbox** that is checked at a defined time each business day.
- ✓ **Avoid adding additional options after hours.** Keep the after-hours menu to urgent and voicemail only.
- ✓ **Update the recording immediately** if hours or coverage change.

Recommended Script

You have reached (Practice Name). Our office is currently closed.

If this is a life-threatening emergency, hang up and dial 911.

For urgent medical concerns, press (1) to reach the on-call provider.

For non-urgent requests, press (2) to leave a voicemail.



Tone Tip

Keep the menu short so callers can act quickly.

Do

- ✓ Use the same wording in your recording and on your website for urgent calls.
- ✓ Test the menu from an outside phone after any change.
- ✓ Keep options limited to urgent and voicemail.
- ✓ Review the script quarterly.

Don't

- ✗ Promise response times.
- ✗ Provide clinical guidance in the recording.
- ✗ Route non-urgent calls to personal phones.
- ✗ Leave detailed information in outbound voicemails.

HIPAA Reminder

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

RingRx Tip

Use RingRx OnCall to route urgent after-hours calls according to your provider schedule and OnCall profiles.

Review Note

Review whenever hours, staffing, or routing changes.