



RingRx Communication Guides

After-Hours Calls (Voicemail)

Practical tips to help your healthcare team communicate with confidence.

What This Is For

Help your team consistently manage after-hours calls so urgent needs move to the next step and routine matters are handled appropriately.

Use This When

- ✓ The office is closed
- ✓ Callers need clear after-hours instructions
- ✓ Urgent and routine calls follow different paths
- ✓ Calls go to voicemail after hours
- ✓ Staff are not available to answer live

Customization Guidance

- ✓ Always include a clear 911 instruction at the start
- ✓ Keep the message short & easy to follow
- ✓ Confirm after-hours instructions are current and tested regularly

Recommended Script

Thank you for calling (Practice Name). Our office is currently closed.

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

If you have an urgent issue that cannot wait until the next business day, please (insert your practice's urgent-call instruction here).

For all other issues, please leave your name and phone number, and we will return your call during business hours.



Tone Tip

Be calm and reassuring. Patients should feel supported, not rushed or alarmed.

Do

- ✓ Clearly separate emergency, urgent, and routine calls
- ✓ Keep the message concise and easy to follow
- ✓ Tell callers what to do if the issue cannot wait
- ✓ Set clear expectations for when routine calls will be returned
- ✓ Test the after-hours voicemail regularly to ensure it works

Don't

- ✗ Assume patients know when to call 911
- ✗ Use vague language about what happens next
- ✗ Ask for sensitive or detailed health information in voicemail
- ✗ Leave urgent callers without a clear next step
- ✗ Forget to update the message when hours or coverage change

HIPAA Reminder

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

RingRx Tip

If your practice uses RingRx voicemail and call routing tools, keep after-hours greetings up to date so callers hear the correct instructions when the office is closed.

Review Note

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