



RingRx Communication Guides

General Greeting

Practical tips to help your healthcare team communicate with confidence.



What This Is For

Help your team create a standard, friendly opening for inbound patient calls

Use This When

- ✓ Answering the main office line
- ✓ Receiving a transferred call
- ✓ Covering phones for another staff member

Recommended Script

*"Thank you for calling (Practice Name). This is (First Name).
How can I help you today?"*



Tone Tip

Say it with a smile (patients can hear it!)

Customization Guidance



Use first names only unless your practice policy requires otherwise



Do not add services, specialties, or promotional language



Use the same wording across all staff for consistency

Do

- ✓ Speak clearly and at a steady pace
- ✓ Ask who you're speaking with if the caller doesn't identify themselves
- ✓ Pause before asking follow-up questions
- ✓ Acknowledge the caller before placing them on hold

Don't

- ✗ Ask for personal details before identifying the caller
- ✗ Rush the greeting
- ✗ Transfer or place callers on hold without explanation

HIPAA Reminder

Confirm their identity before sharing details. For example: ask for a full name and date of birth, or use your practice's standard verification step.

RingRx Tip

Use the same greeting across desk phones, mobile apps, and shared lines so every patient gets a consistent experience.

Review Note

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