

High Level Listening
TRANSCRIPTS
with Kat and Mark

American Doctor's Office

On the Phone - Making an Appt - New Patient

Receptionist: Hello, Dr's Office, how can I help you?

Patient: Hiya, I'd like to make an appointment.

Receptionist: Yes, sir, what's the patient's name?

Patient: Uh, my name is Bruce Lyons.

Receptionist: Okay, Bruce Lyons, could you spell that for me please?

Patient: Yeah, Lyons is L-Y-O-N-S. And first name is Bruce.

Receptionist: And, what's your date of birth?

Patient: It's August 14th, 1988.

Receptionist: Okay, and what are you symptoms?

Patient: Uh, it's just for a check-up really.

On the Phone - Making an Appt for Someone Else

Receptionist: Good morning, Dr.'s Office, how can I help you?

Patient: Hi there, I'd like to schedule an appointment for my son.

Receptionist: Yes sir, what is the patient's name?

Patient: His name is Jim Lyons.

Receptionist: Oh, could you spell that please?

Patient: Sure, Jim Lyons, Lyons is L-Y-O-N-S

Receptionist: And, have you ever come into the office before?

Patient: No, we'll be new patients in this office.

Receptionist: Okay, just give me your son's date of birth, please.

Patient: It's January 12th, 2014.

Receptionist: Okay, 01-12-14?

Patient: Yep, that's right.

Receptionist: Okay great, thank you.

On the Phone - Insurance

Receptionist: Okay, so you said that this appointment is going to be for your son, Jim.

Have you guys ever been in before to see the doctor?

Patient: No, we haven't been to that practice, yet.

Receptionist: Okay, let me just get a little bit of information from you. Do you have your insurance card ready?

Patient: Uh, yep, hang on a second, okay, I've got it here.

Receptionist: Okay, can I just get the first and last name of the policyholder?

Patient: Okay, that'll be my name, so Bruce Lyons.

Receptionist: Okay, great. And, what kind of insurance do you have? Which company?

Patient: Uh, we have Aetna insurance.

Receptionist: Alright and the expiration date?

Patient: Is that the same as the expiry date?

Receptionist: Yes, it is.

Patient: Okay, it expires January 2019

Receptionist: Okay and finally, your customer or your patient number.

Patient: It should be 0087645.

Receptionist: Okay great, that's all the information I need.

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British Doctor's Office

On the Phone - Making an Appt - Registered Patient

Receptionist: Good morning, Dr.'s office.

Patient: Hi, would I be able to schedule an appointment with you?

Receptionist: Yes, of course, could I take your name please?

Patient: Sure, my name is Ezra Fitz.

Receptionist: And, how is that spelled?

Patient: Fitz, F-I-T-Z, Ezra E-Z-R-A

Receptionist: Okay, thank you, and date of birth please.

Patient: Okay, that'll be the 20th of January, 1988.

Receptionist: Okay and can I have your address please?

Patient: Sure, it's 19 Abbotts Road, Henfield and the post code is HN47JP

Receptionist: Is that 7-J-P?

Patient: Yes, JAY-PE

Receptionist: Okay, and can I have your national insurance number?

Patient: That's MF-12-35-45-61.

Receptionist: Thank you. Are you registered at this practice?

Patient: Yes, I am currently registered with you.

On the Phone - Making an Appt for Someone Else

Receptionist: Good afternoon, Dr.'s office.

Patient: Hi there, could I make an appointment for my son?

Receptionist: Yes, absolutely, could I take your son's name, please.

Patient: His name is Bruce Fitz.

Receptionist: And how are you spelling Fitz?

Patient: F-I-T-Z.

Receptionist: Okay, and what's his date of birth?

Patient: His date of birth is the 19th of August, 2014.

Receptionist: And is he registered at this practice?

Patient: Yes, he should be.

Receptionist: Okay, and can I take the national insurance number of a parent or guardian.

Patient: Yes, that will probably be under his father and that's TZ-14-27-93-85.

Receptionist: Okay, and the father's name?

Patient: He'll be under John Fitz.