Reception: Kia Ora, welcome to [Name of practice], how can I help you today?

Patient: Hi there, I would like to make an appointment with my doctor please.

Do you need an urgent appointment today?

No, it doesn’t have to be today.

Yes, I need to be seen today.

OK, I can schedule you an in person, telephone, or video consultation, what will work best for you? Can you tell me what the appointment is for please?

* Confirm and check email and correct phone number on file and advise to have their phone available at the consult time as the doctor will call them.
* If video – advise the process of how to join the consult.

OK, I’ll put you on the Clinical triage list for a phone call from a doctor or nurse, as they may be able to help you without an appointment.

What number is best for the doctor to call you back on, and what the appointment is for please?

“… someone will call you as soon as they can, keep your phone close by…”

Clinical Staff proceeds with Clinical Triage Process.