

VA MANILA OUTPATIENT CLINIC

APPOINTMENT INQUIRY SERVICE

This is your guide to the Business Offices' Appointment Inquiry Service. Call any time into the system to inquire about upcoming scheduled appointments. This service is available to you 24-hours a day, 7 days a week, from any touch-tone phone.

What benefits you can get from this system?

- Provides a user friendly inbound process for patients who wish to address appointment scheduling
- Patients receive appointment information

- Patients receive appointment information and system prompts to confirm or cancel or reschedule
- Patients listens to all upcoming appointment information by selected dates and system prompts to confirm, cancel or reschedule



*US Dept of Veterans Affairs
Manila
1501 Roxas Blvd
1302 Pasay City Philippines*

BUSINESS OFFICE

APPOINTMENT INQUIRY SERVICE

**Dial 556 – VETS
(8387)**

**TO ACCESS YOUR
SCHEDULED
APPOINTMENTS
24/7**

**PATIENT
GUIDE**

HERE IS ALL YOU NEED!

✓ **A TOUCH-TONE PHONE.** If you do not have a touch-tone phone, please continue to mail your refill slips to the pharmacy.

✓ **YOUR FULL 9-DIGIT SOCIAL SECURITY NUMBER.**

✓ **Active / Current Telephone Number.** All first time callers are prompted by the system to enter their current phone numbers. Maximum number is 11-digits. The system accepts cell phone numbers & home phone

Sample Appointment Inquiry Script

“Welcome to the VA Manila Outpatient Clinic’s Automated Information System. Please enter your entire Social Security Number and then press pound (#) button. For Appointment information Press 1. Welcome to Audiocare Systems Automated Appointment Inquiry System. This patient has (#) Appointments scheduled through (date).

To confirm this appointment, press 1. To cancel this appointment, press 2. To repeat the appointment information, press 3. To continue press 4. To end this call, press pound sign.”

DIALING INSTRUCTIONS

CALL: 556 – VETS (8387)

LOCALCHARGES SHALL BE APPLIED IF CALLS ARE MADE OUTSIDE METRO MANILA

✓ Wait for the greeting. You may begin entering your 9-digit Social Security Number followed by the # sign.

✓ Enter your active/current telephone number. Maximum phone number is 11-digits.

✓ Listen for the Appointment options.

Press 1 for appointment information

✓ System speaks, “Welcome to Audiocare Systems’ Automated Appointment Inquiry System”

✓ System speaks “If this is medical emergency, please hang up and dial our regular office number now.”

✓ System speaks “This patient has X appointment(s) scheduled thru X date”

✓ System speaks “This appointment is on X date at X time at X location”

✓ System speaks “To confirm this appt, press 1. To cancel this appt, press 2. To repeat this appt, press 3. To continue, press 4. To transfer to an assistant, press 5. To end this call, press the pound sign”

✓ System speaks “You have chosen to confirm this appointment” If this is correct press 1, If this is not correct press 2. “ Appointment confirmed” Thank you for calling VA Manila Outpatient Automated Information System. Goodbye.