

PROCEEDING WITH CALL IF NO CLINICIANS ARE AVAILABLE



Admin: Unfortunately, all our clinicians are currently on other calls, but I will organise a time for one of them to get back to you as soon as they can. Does **{give a time when a clinician is next available}** suit you? Are you also happy for me to book in your appointments with our {name other clinical disciplines} now?

[Schedule relevant appointments with Counsellor/Dietitian/Ex Phys.](#)

Would you like to have a video chat or just a phone call?

You will receive an automated SMS reminder the day before your appointment.

FINISHING THE CALL



Admin: Thank you. You will receive an **{text or email}** shortly with the details of your first appointment, this also contains a consent form. Please complete this before your appointment.

Thank you for calling White Cloud, we will be back to you shortly.