

# SHIFT SCRIPT: SCHEDULING AN APPOINTMENT

This document will help to guide you through scheduling an appointment with an adult endocrinologist once you've determined who is in network (covered by your insurance).

## Step 1: Introduction

Dial the phone number of the clinic or office where you wish to schedule an appointment. You can usually find this number on their website or through an online search.

When someone answers the call, introduce yourself: "Hello, my name is [Your Name]. I am a patient with diabetes looking to schedule an appointment with an adult endocrinologist as a new patient, and I was hoping you could assist me with that."

## Step 2: Your "Shift" Details

Provide any necessary context regarding your shift from pediatric to adult care: "I am currently transitioning from my pediatric endocrinologist to adult endocrinology care. This will be my first visit with an adult endocrinologist."

## Step 3: Share Your Availability

Let the staff know about your availability for the appointment: "I can come in for an appointment on [Mention days and times when you are available]."

## Step 4: Inquire About the Soonest Appointment

Ask about the earliest available appointment: "Could you please let me know the soonest date you have available for a new patient appointment with an adult endocrinologist?"

Note: It can often take around 6 months to get in with an adult endocrinologist, so plan ahead!

## Step 5: Check for Specific Doctor Preferences

If you have a preference for a specific doctor within the clinic, you can ask: "I was wondering if it's possible to schedule my appointment with Dr. [Doctor's Name], as I have heard great things about his/her/their expertise in diabetes care."

## Step 6: Prepare Necessary Information

Be ready to provide your personal details for scheduling purposes. This often includes:

Full name,  
Date of birth  
Address  
Insurance information

## Step 7: Inquire About Pre-Appointment Requirements

Ask if there are any specific requirements or documents you need to bring for your first appointment: "Are there any medical records or documents I should bring with me to my first appointment?"

Note: It is common for medical records to be required prior to your appointment. You can have your medical records from Children's faxed over by calling our Health Information Management (HIM) department at 612-813-6216. Have the new clinic's name and fax number handy before calling HIM.

## Step 8: Confirm Appointment Details

Before ending the call, confirm the appointment details: "Just to double-check, my appointment will be on [Appointment Date] at [Appointment Time], at [Clinic Location], correct?"

## Step 9: Thank the Staff

Finally, express gratitude for their help in scheduling the appointment: "Thank you for assisting me with scheduling my first appointment. I appreciate your time and support."

## That's it!

Remember to jot down the date and time of your appointment, as well as any important information given during the call. If you have any additional questions or need to reschedule, don't hesitate to call the clinic back for assistance. It's important to take an active role in managing your healthcare, and by using this script, you'll confidently schedule your appointment with your new adult endocrinologist. Good luck with your appointment and your shift to adult care!