



Make the Wait Great

Healthcare On-Hold Message Ideas

Ready to get started? Use these ideas to answer questions, share office updates, and help patients prepare for their next visit. Your Music On Hold Expert can help you choose topics for your practice. We provide professional scriptwriting services, or you can enter your scripts into our AI Studio for instant messages and prompts.

APPOINTMENTS & OFFICE INFORMATION

- ☐ Office hours, locations, and parking
- ☐ Scheduling, rescheduling, and cancellations
- ☐ New patient appointments and next steps
- ☐ What to bring to an office visit
- ☐ Holiday hours and weather-related closures
- ☐ How to reach the appropriate department

YOUR PEOPLE & YOUR PRACTICE

- ☐ Introducing providers and care teams
- ☐ Specialty services and clinic locations
- ☐ New providers and expanded office hours
- ☐ Language assistance and access information
- ☐ Community events and educational programs
- ☐ Patient feedback and how to share it

ONLINE TOOLS & PATIENT SERVICES

- ☐ Patient portal access and account support
- ☐ Online forms and registration options
- ☐ How to request a prescription refill
- ☐ Where to find approved visit instructions
- ☐ Referral and records request procedures
- ☐ Billing contacts and payment options

SEASONAL UPDATES & HELPFUL REMINDERS

- ☐ Seasonal appointment and clinic availability
- ☐ Practice-approved preventive care reminders
- ☐ Where to find current office announcements
- ☐ Telehealth availability and scheduling
- ☐ How to find after-hours contact instructions
- ☐ Reminders to review information before a visit

Script Tips

One topic per message. Write individual messages of 50 words or fewer.

Keep it relevant. Focus on information your callers need or want to hear.

Give callers a next step. Include a clear call to action in your messages.

Plan for updates. Decide when to change messages so content stays fresh.