



75 East Santa Clara Street, Suite 950
San Jose, CA 95113
(408) 937-3600

Sample after hours message for providers

1. You have reached the office of Dr. (*Name of Doctor*). The office is currently closed. Our office hours are (*hours and days of the week*).
2. If this is a life threatening emergency, please hang up and dial '911' or go to the nearest emergency room immediately.
3. If you have an urgent issue and wish to speak with Dr. (*Name of Doctor*),

Choose one

- a. Please hold and you will be connected to Dr. (*Name of Doctor*)
- b. You may reach the Doctor directly by calling (*Phone Number*)
- [Pager] c. Please call (*Pager Number*), the doctor will be paged and you will expect a return call within 30 minutes.
- [Answer Machine] d. Please leave a message for Dr. (*Name of Doctor*) and you will receive a call back within 30 minutes.

The message, whether live or recorded, needs to specify a call back within 30 minutes.

Physicians Medical Group of San Jose recommends within 30 minutes

4. If this is a non-urgent call, please call back during regular business hours or leave a message and we will return your phone call during the next business day.

Required Components - After Hour Message

The required components in your after hours message are:

1. Provider is identified
2. The office is now closed
3. Your office hours
4. For a life threatening emergency, instruct the caller to hang up and call 911, and/or go to the nearest Emergency Room
5. How to speak with the Dr. (or on-call Dr.) for an urgent issue
6. Patient will expect a return call within 30 minutes

The message, whether live or recorded, needs to specify a call back within 30 minutes

Physicians Medical Group of San Jose recommends within 30 minutes