**Sample Telephone Script for Well-Child Appointments**

Hello! My name is (Your Name) and I am a nurse calling on behalf of insert name of EHS, HS or FSC. I have reviewed (name of child)’s health record and see that (he or she) is due for a well-child check-up. We are currently scheduling free well-child exam appointments with a nurse practitioner here at the center. This is a great opportunity to get your child caught up with (his or her) physical exam and for you to be able to discuss any concerns you might have about your child’s growth and development one-on-one with a nurse. We have openings beginning on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(date) at \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(time). Would you like to set up an appointment for your child to receive a free exam?

*(If parent not interested in a face-to-face appointment, ask . . .)*

Would you be interested in a telehealth developmental screening consultation with a nurse practitioner?

*(Set up telehealth appointment in one of the regular appointment time slots. Make sure you get an e-mail address for the telehealth [ZOOM] call.)*

We will send you a text message reminder the day before your appointment. Is this a good number for us to send you a reminder? *If no, ask for a better number to reach them. New number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.*

*Remind parents:*

You should not bring your child for an appointment if you or your child is sick, or you or your child has been exposed to someone with or suspected of having COVID-19. Thank you and we look forward to seeing you and your child at your appointment on (date and time).