

McLaren Medical Group

**EXAMPLES OF  
Scripting for Employees**

**Verbal Intervention:** “I apologize that it has taken longer than expected to see you. I realize that you had a \_\_\_\_\_ appointment time; however, your doctor is busy attending to a prior patient. We will do our best to get you in the exam room within the next \_\_\_\_\_minutes. If this changes, I shall inform you regarding the same and I thank you for your cooperation.”

**Intervention with Recovery Atonement for a Priority Level 2 or Level 3:** “I apologize for our delay in attending to you. I thank you for your patience. If you are unable to wait at this time, I shall be happy to reschedule an appointment for you. I realize that the delay had inconvenienced you and would like to extend this gas card as a token of our apology.”

**Intervention at Level 4:** “I thank you for bringing this \_\_\_\_\_  
*(specify Service Failure)*  
to my attention. I apologize for the same and assure you that all the necessary steps shall be taken to curb such behavior. I empathize with the inconvenience that you have experienced and we will make sure that such behavior is never repeated.”