

Voicemail Menu Ideas for Your Medical Practice



Why do voicemail trees matter?

Do your patients tend to rush through phone prompts? Do they select “urgent” for non-urgent matters like prescription refills? Maybe the off-call doctor was pinged late at night, when it could have waited the next day or gone to the on-call clinician.

This doesn't have to be the norm.

Where do you start?

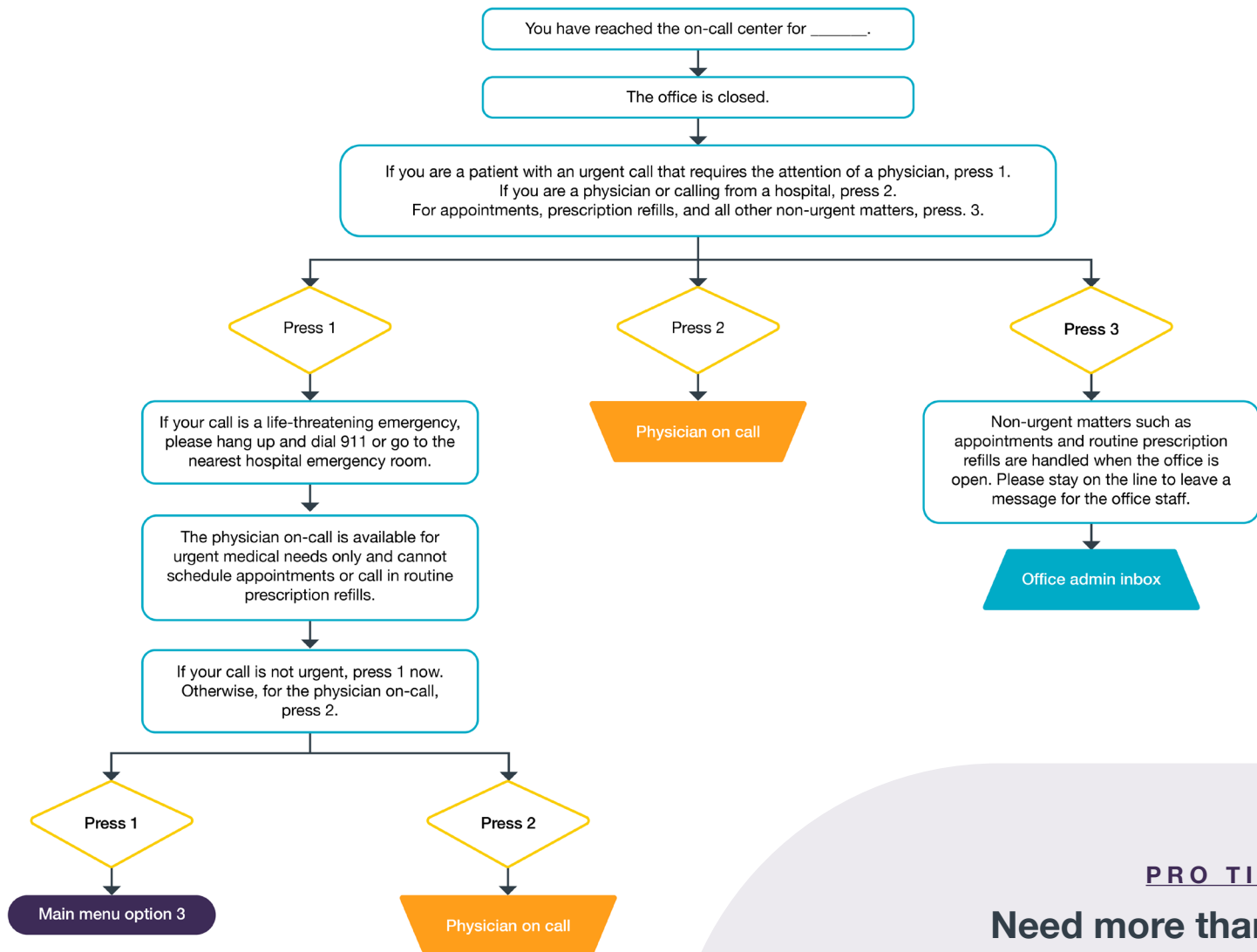
First, work on clear messaging. By planning what to say ahead of time, you can easily route patients to the right place for any given situation. Here are a few call flows showing how your practice can manage inbound callers based on your level of complexity.

Only 2%
of calls were
marked as truly
urgent.

80%
of patient
calls are
non-urgent.

Basic Call-Flow Automation Idea Build

Most practices have a simple, standard voicemail flow like below.



What happens if the caller keeps pressing urgent, even when it's not?

In the above example, you could change the **"urgent call that requires attention" to Press 3**, and **"for appointments, prescription refills, and all other non-urgent matters," to Press 1**. This provides an initial layer of filtering for most small practices.

PRO TIP

Need more than the basics?

If you have complex medical answering service needs, the examples on the next few pages are PerfectServe's bread and butter. Our implementation team can easily create these call flows with you, while leveraging the [Dynamic Intelligent Routing®](#) engine built into our desktop and mobile apps.

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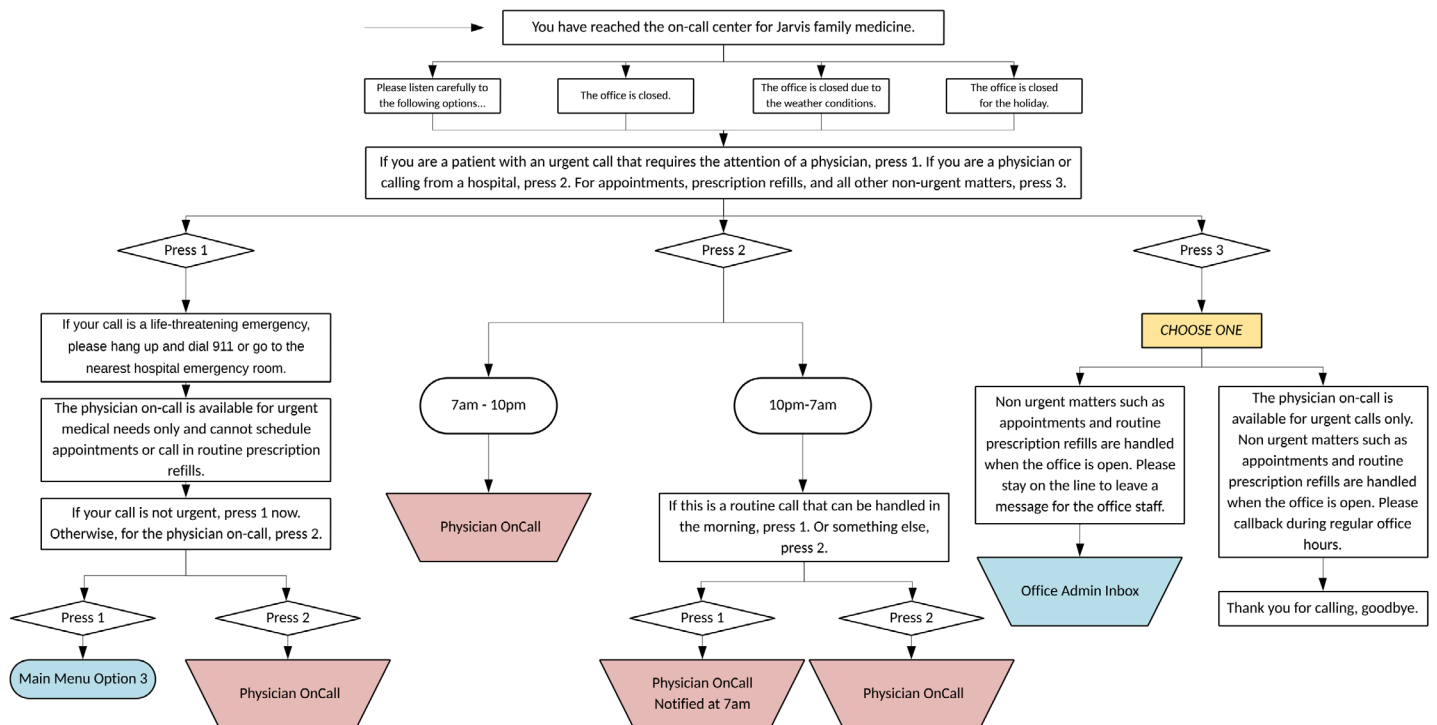
Advanced Call Flow Ideas for Any Specialty

This customized voicemail workflow makes call management more efficient for specific departments and specialties, no matter how complex.

It offers flexibility to bucket messages in the right place for appropriate follow-up. Get inspired with three real-life customer examples below.

1 Office Closures: Holidays, Weather, and Lunch

Whether it's lunch time or a three-day weekend, your physicians don't want to get unnecessary calls. PerfectServe can account for physician preferences, office hours, holiday schedules, and more, ensuring calls are getting to the right provider at the right time, even when the office is closed.



CUSTOM FILTERS

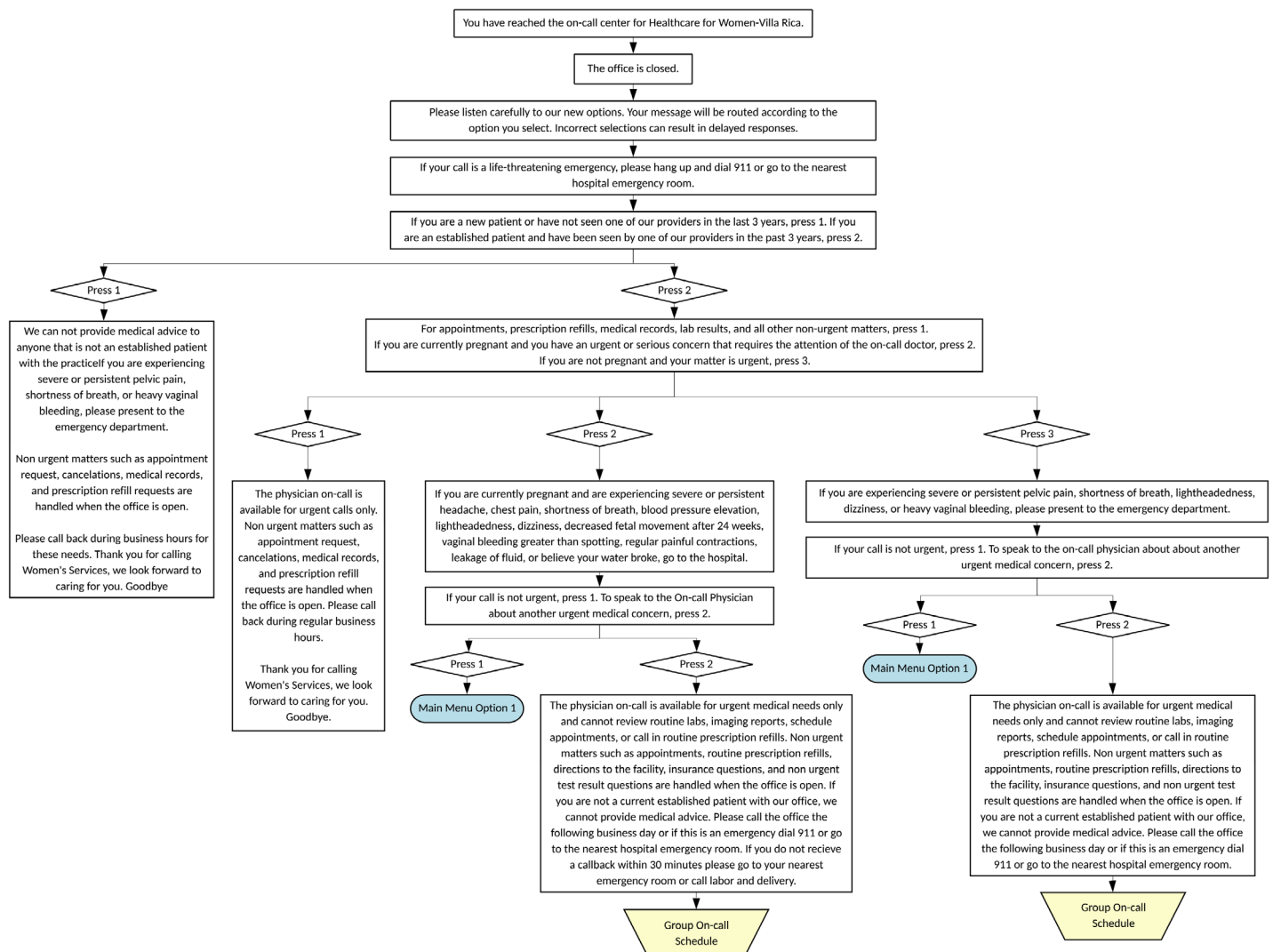
Who are you trying to reach? Just say the name like Doctor Anne Brown. You may also include the specialty if you know it.

Para escuchar esas opciones en español marque nueve.

2 High Call Volume: Women's Health Escalation Protocols

A women's health clinic that receives a high volume of calls needed help—everything from urgent symptoms like water breaking to new patient inquiries. By setting up a structured call flow with guided prompts, this PerfectServe customer helped patients understand when to seek immediate care and when to wait.

Before, all calls misrouted to the doctor. After setting this up with the PerfectServe team, **only 16% of total calls were routed to the on-call clinician**. For truly urgent needs, a secure message protocol was put in place to send push notification reminders to the on-call clinician for timely patient follow ups.



How to Manage Urgent & Non-Urgent Calls

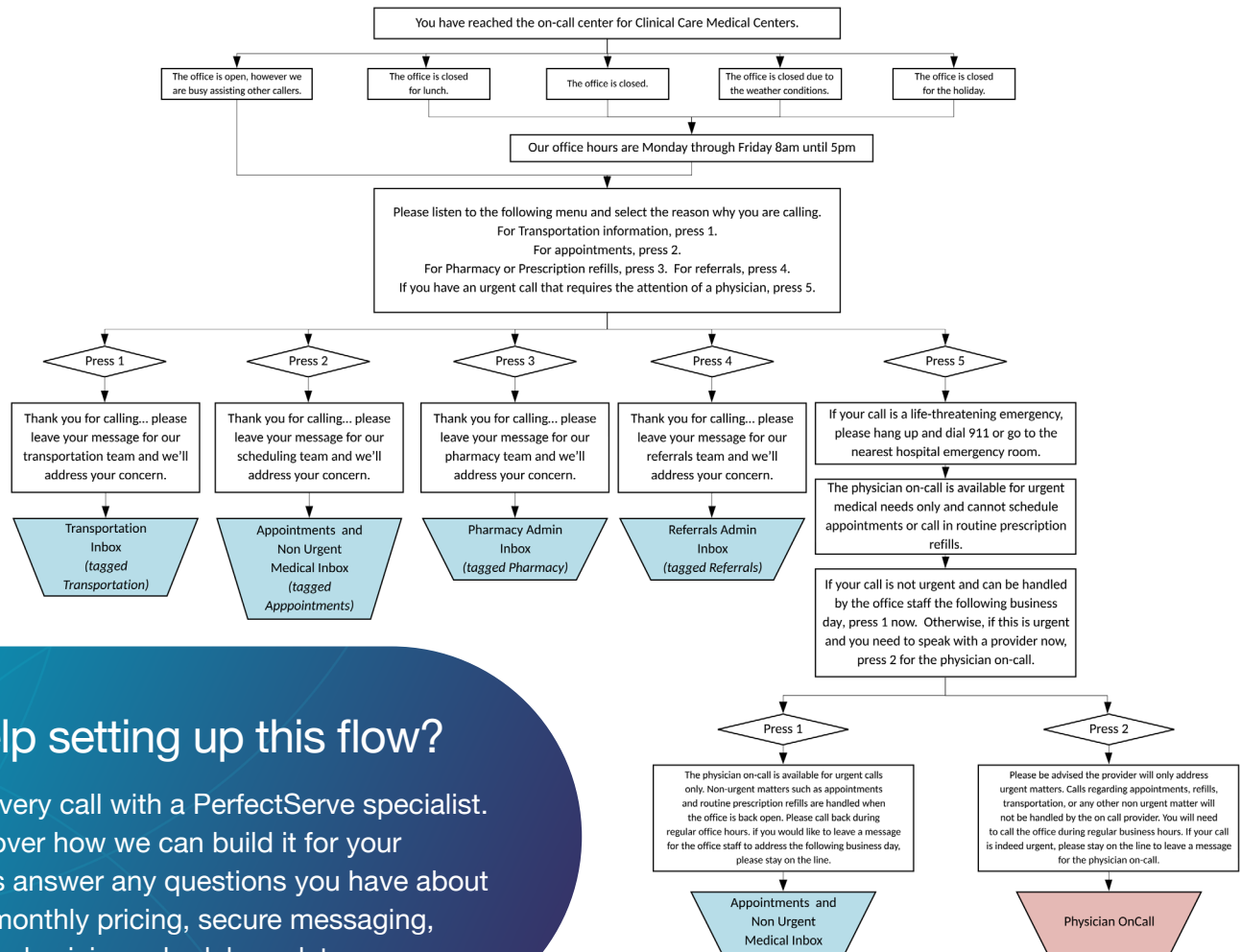
Customer solutions expert [Karley explains how these call flows work](#) for any medical specialty, and talks through all the examples shown.

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Patient Education: Transportation, Pharmacy, and Appointment Info

Many clinics deal with a high volume of routine calls going to the doctor on call in the middle of the night. The most frequent call type they receive? Transportation requests.

By rearranging the menu and adding custom call filtering, one clinic found that **only 2% of calls were marked as truly urgent**. All other calls routed accurately to an administrative inbox for next day follow-ups regarding transportation, prescription, and appointment requests.



Need help setting up this flow?

Book a discovery call with a PerfectServe specialist. They will go over how we can build it for your practice. Plus answer any questions you have about our flat-rate monthly pricing, secure messaging, and real-time physician schedule updates.

About PerfectServe

PerfectServe accelerates speed to care by optimizing provider schedules, streamlining clinical communication, and engaging patients and their families in the care experience. Our cloud-based software simplifies complex clinical workflows and schedules with secure and timely communication by dynamically routing messages to the right person at the right time. We drive more efficient care collaboration in all settings to improve patient outcomes and bring joy back to caregivers. PerfectServe has 25 years of experience and is a trusted partner to more than 500 hospitals and 30,000 medical practices.



To learn more or schedule a demo, please contact us:

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