



Call Script (If the client is interested)

Hi, may I please speak with the person who handles your schedule for your nurses/nursing assistants.

(Normally the Director of Nurses, Human Resources, Scheduling Department, or Administration).

Good morning/afternoon _____ thank you for taking my call.

How are you?

(Respond based on callers' response)

Great, I wanted to call and introduce myself. I'm _____ (state your name)

I work with qualified healthcare professionals in the area who are seeking positions with facilities just like yours.

May I ask, where your greatest staffing challenge is? Rn's, Lpn's, C.n. a's?

(or whatever positions your agency will staff if not nursing)

If I was able to fill your open shifts and stay within your facilities budget; would you be interested in receiving more information?

(Caller says yes)

Great, and your email address is? _____

(if an e-mail isn't available ask for a fax number)

Ok, how about a fax number? _____

Perfect! Well I'll send over some information shortly. I'll include my contact information as well. I can touch base with you next week but if anything comes up in the meantime, feel free to give me a call.

Well thanks for taking my call.

Enjoy the rest of your day.

Call Script (If the client is not interested)

Hi, may I please speak with the person who handles your schedule for your nurses/nursing assistants.

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(Respond based on callers' response)

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If I was able to fill your open shifts and stay within your facilities budget; would you be interested in receiving more information?

(Caller says no)

Would it be ok if I send you my contact information in case something changes?

Great, and your email address is? _____

(if an e-mail isn't available ask for a fax number)

Ok, how about a fax number? _____

****If the potential client disengages or becomes uninterested, remain courteous, professional, and thank them for their time and end the call.**