



Voicemail scripts for Nova Scotia Health Authority

Staff voicemail script (for corporate services, provincial programs):

Hello. You have reached <insert employee name> in <insert department name>, Nova Scotia Health Authority. I am unable to answer your call right now, but please leave your name and number and I will get back to you as soon as possible. Thank you and have a great day!

Examples:

Hello. You have reached Janice Marceau in Finance for the Nova Scotia Health Authority. I am unable to answer your call right now, but please leave your name and number and I will get back to you as soon as possible. Thank you and have a great day!

Hello. You have reached Pamela Smith in Public Health Services, Nova Scotia Health Authority. I am unable to answer your call right now, but please leave your name and number and I will get back to you as soon as possible. Thank you and have a great day!

Staff voicemail script (for executive assistants):

Hello. You have reached <insert employee name>, executive assistant to <insert CEO/VP name and title>, Nova Scotia Health Authority. I am unable to answer your call right now, but please leave your name and number and I will get back to you as soon as possible. Thank you and have a great day!

Example:

Hello. You have reached Cathy Casey, executive assistant to Janet Knox, president and CEO of the Nova Scotia Health Authority. I am unable to answer your call right now, but please leave your name and number and a brief message and I will get back to you as soon as possible. Thank you and have a great day!

Staff voicemail script (for administrative assistants):

Hello. You have reached <insert employee name>, administrative assistant for <insert director name and title or department(s)>, Nova Scotia Health Authority. I am unable to answer your call right now, but please leave your name and number and I will get back to you as soon as possible. Thank you and have a great day!

Example:



Hello. You have reached Carol Hindle, administrative assistant for Communications and Public Relations and Patient and Public Engagement. I am unable to answer your call right now, but please leave your name and number and I will get back to you as soon as possible. Thank you and have a great day!

Staff voicemail script (for a clinical department or service):

Hello. You have reached the <insert name> department at the <insert facility name>. We are unable to take your call at the moment, but please leave your name, number and any important details, and we will get back to you within <insert timeframe>. Thank you and have a great day!

Example: Hello. You have reached the Orthopedics Department at the QEII Health Sciences Centre. We are unable to take your call at the moment, but please leave your name, number and any important details, and we will get back to you within 24 hours. Thank you and have a great day!

Clinical departments may also wish to work with Voice Services/Telecommunications to set up a voicemail menu if you do not already have one in place. For example:

- If you are calling about clinic location and hours, please press 1.
- If you are calling about <insert common request>, please press 2.
- For all other inquiries, please stay on the line.

Avoid having more than three options where possible, as it can be frustrating for the caller.

Staff voicemail script (for a service located in community, for community):

*For public communications, please minimize the use of zone references at this time. Zones are primarily for internal identification and will not be relevant to the public. Instead, please use the following:

In Northern zone, use: Colchester-East Hants, Cumberland and Pictou areas

In Western zone, use: Annapolis Valley, South Shore and South West Nova Scotia

In Central zone, use: Halifax, Eastern Shore and West Hants

In Eastern zone, use: Cape Breton, Guysborough and Antigonish areas

Hello. You have reached <insert department/service name> for the <insert geographic region* or specific community, as appropriate>. We are unable to take your call at the moment, but please leave a message with your name, number and any important details, and we will get back to you within <insert timeframe>.

Examples:

For geographic areas

- *You have reached Public Health Services for Halifax and West Hants. We are unable to take your call at the moment, but please leave a message with your name, number and any important details, and we will get back to you within 24 hours.*
- *You have reached Primary Health Care for Cape Breton, Guysborough and Antigonish areas. We are unable to take your call at the moment, but please leave a message with your name, number and any important details, and we will get back to you within 24 hours.*

Specific Community

- *You have reached Mental Health and Addictions for the East Hants area. We are unable to take your call at the moment, but please leave a message with your name, number and any important details, and we will get back to you within 24 hours.*
- *You have reached Continuing Care for the Pictou area. We are unable to take your call at the moment, but please leave a message with your name, number and any important details, and we will get back to you within 24 hours.*

Switchboard script (for facilities):

- *Good morning/afternoon/evening. You have reached the <insert name of facility>. How may I help you?*
- *Example: Good morning. You have reached Dartmouth General Hospital. How may I help you?*
- *This could be shortened to: Good morning, Dartmouth General Hospital. How may I help you?*