



**Choose the right care
at the right place**
Use your ER wisely
Campaign

Suggested Phone Scripts

These scripts are suggested for automated messages at walk-ins and other clinics.

Walk-in clinics during business hours:

Before your next visit to the walk-in clinic, please check medimap.ca for estimated clinic wait times and hours.

All clinics after business hours:

You have reached the XXX clinic. We are now closed.

For trusted health advice call 8-1-1, HealthLink BC, available 24/7.*

Check medimap.ca for local walk-in clinic wait times and hours.

*Note: This message is endorsed by HealthLink. Any caller to 811 receives an automated message prior to answering as follows "Welcome to HealthLink BC. If you require any emergency service, or someone in your care has chest pains, difficulty breathing or severe bleeding please call 911 now or the emergency number in your phonebook. If this call is about a possible poisoning or exposure to a toxic substance, call poison control now at 1-800-567-8911. Please note that calls are recorded for quality training purposes....."