



# Phone Call Scripts & Notes

Tip: Keep this page by the phone. Write names, dates, and next steps as you go.

## Script 1: Call your doctor’s office (for a prescription/DME order)

**What to say:**

Hello, my name is \_\_\_\_\_. I am a patient of Dr. \_\_\_\_\_. I need a prescription (DME order) for a \_\_\_\_\_ for home use because \_\_\_\_\_. Can you tell me what information you need from me, and when the order will be ready? If possible, please include medical necessity and any required measurements.

**Questions to ask:** Do I need a face-to-face visit? Can you fax/send the order to a supplier or program? What diagnosis or notes are required for coverage?

## Script 2: Call Medicare/Medicaid/your plan (coverage & supplier network)

**What to say:**

I’m calling to ask about coverage for durable medical equipment. I need a \_\_\_\_\_. Can you tell me if it is covered, what documentation is required, and which suppliers I must use? Also, what will my cost be (deductible/coinsurance/copay)?

**Questions to ask:** Do I need prior authorization? What is the expected approval timeline? Does my plan require a specific brand/model? Are repairs/maintenance covered?

## Script 3: Call a local equipment loan closet/bank

**What to say:**

Hello, I’m looking for a \_\_\_\_\_. Do you currently have one available? If not, is there a wait list? What sizes or weight limits do you have? What do I need to bring (ID, prescription, proof of address/income)?

**Questions to ask:** Is the equipment a loan or a donation? Is there any fee or deposit? Do you offer delivery or pickup assistance? How is equipment cleaned/inspected?

## Call Notes

Date	Organization / Person	Phone / Website	Outcome / Next step