

Scripting to Answer Phones and Instructions for Updating Voicemail and Email Signatures

Scripting for Answer Phone

Hello. I'm (Name). Thank you for calling (Department/Clinic Name) at UnityPoint Health – St. Luke's – Downtown, formerly MercyOne (Department Clinic Name). How may I help you?

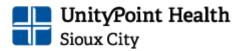
Voicemail Example

Thank you for calling (Name and/or Department/Clinic Name) at UnityPoint Health – St. Luke's - Downtown, formerly MercyOne (Clinic Name/Department. I/We will return your call as soon as I am able.

Use this tip sheet to update your voicemail message.

List of Facility Names

- UnityPoint Health St. Luke's Downtown (formerly MercyOne Siouxland Medical Center)
- UnityPoint Health St. Luke's Acute Rehab Downtown
- UnityPoint at Home
- UnityPoint Clinic Family Medicine Kingsley
- UnityPoint Clinic Family Medicine Correctionville
- UnityPoint Clinic Family Medicine Anthon
- UnityPoint Clinic Family Medicine South Sioux City
- UnityPoint Clinic Family Medicine Singing Hills
- UnityPoint Health @ Work Sioux City Occupational Medicine
- UnityPoint Clinic Urgent Care Dakota Dunes Boulevard
- UnityPoint Clinic Breast Care Center Dakota Dunes
- UnityPoint Clinic Family Medicine Sioux Point Road
- UnityPoint Health St. Luke's Heart and Vascular Downtown
- UnityPoint Health St. Luke's Infectious Disease
- UnityPoint Health St. Luke's Wound Care
- UnityPoint Health St. Luke's Critical Care Downtown
- UnityPoint Health St. Luke's Palliative Care Downtown
- UnityPoint Health St. Luke's Behavioral Health Downtown



- UnityPoint Health St. Luke's Endocrinology
- UnityPoint Clinic Family Medicine Moville
- UnityPoint Health St. Luke's Laboratory Dakota Dunes
- UnityPoint Health St. Luke's Skilled Nursing Unit Downtown
- UnityPoint Health St. Luke's Child Advocacy Center
- UnityPoint Health St. Luke's Emergency Care Downtown
- UnityPoint Health St. Luke's Imaging & Radiology Downtown
- UnityPoint Health's St. Luke's Occupational Therapy Downtown
- UnityPoint Health St. Luke's Physical Therapy Downtown
- UnityPoint Health St. Luke's Sleep Center Downtown
- UnityPoint Health St. Luke's Speech Therapy Downtown
- June E. Nylen Cancer Center
- UnityPoint Health St. Luke's Anesthesia Downtown
- UnityPoint Clinic General Surgery Downtown

Email Signature Template

First Name, Last Name

Position Title, Department Name

Facility Name Address City, IA Zip Code Phone number

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Email Signature Example

Annie Abbott

Recruiter, Human Resources

UnityPoint Health – St. Luke's Downtown 801 5th Street Sioux City, IA 51101 (000) 000-0000

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