

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
Sioux City

- UnityPoint Health - St. Luke's Endocrinology
- UnityPoint Clinic Family Medicine – Merville
- 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

unitypoint.org

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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