

THA GROUP VOICEMAIL MESSAGE INSTRUCTIONS

Keys items to include in your message:

1. Your first name
2. Company Name: first must be THA Group, followed by the name of your service line, if applicable: THA Group's Island Health Care
Official service line names: Island Health Care, Island Hospice, Independent Life at Home, Ideal Aging, RightHealth®, THA Services
3. Wording that states “if you do not receive a call back within the hour or your call is urgent, please call (your branch office number).”
4. Your branch office number. **This must be included for patient liability reasons.**

Suggested Outgoing Voicemail Message:

Hello, you have reached **(your first name)** with THA Group's **(service line)**. Please leave a message. If you do not receive a call back within the hour or your call is urgent, please call **(your branch office number)** for assistance. Thank you.

Remember to....

- Keep it short and friendly.
- Speak slowly and clearly.