**Pre-queue or pre-IVR message**

Thank you for calling Village Medical. We are experiencing higher than average call volume and appreciate your patience. If you are seeking information about coronavirus, COVID-19, please visit our website at Village Medical dot com, for a patient self-assessment tool and frequently asked questions. Otherwise, stay on the line.

**Spanish:Pre-queue or pre-IVR message**

Gracias por llamar a Village Medical. Estamos experimentando un volumen de llamadas superior al promedio y agradecemos su paciencia. Si está buscando información sobre el Coronavirus / COVID-19, visite nuestro sitio web, villagemedical.com, para obtener una herramienta de autoevaluación del paciente y preguntas frecuentes.

De lo contrario, quédese en la línea.

**Customized hold message**

Thank you for calling Village Medical. Village Medical has virtual visits available for those who are hesitant to come to a medical office or believe their concerns can be addressed without an in-person visit. To schedule a virtual visit, let the operator know this is your preference. You will be scheduled with your regular provider whenever possible.

Thank you for trusting us with your healthcare needs.

**Spanish: Customized hold message**

Gracias por llamar a Village Medical. Village Medical ofrece visitas virtuales para aquellos que duden querer visitar un consultorio en persona o que creen que sus inquietudes pueden ser tratadas sin necesidad de una visita en persona. Para programar una visita virtual dígale al operador que esa es su preferencia. En lo posible su cita será programada con su proveedor regular.

Gracias por confiar su salud en nosotros.

Insert your practice name