

Telephone Tree

This is a SAMPLE telephone tree.

Here is how it works. The call initiator (here, the practice owner) contacts the people on the level below (here, the chief veterinarian and the head technician).

If the practice owner, in this example, does not reach a person, she leaves a message, then calls the person (or people) that the absent person would have called.

Calls continue in this manner down the list, with everyone speaking to a live person, even if they must leave messages for other people along the way. In addition to the emergency information, they also name the people who were not reached.

The last people on the list call the first person to tell her that their branch of the list is complete, and advises the first person which people had messages left for them and therefore do not yet know of the situation.

We created this phone tree using the organization chart in Microsoft Word.

