

Dear Anserve Customer:

Following is a review of our **sign-out instructions**. It is important that these be followed in order for our system to work properly.

SIGN OUTS:

Overnight/weekend coverage may be faxed monthly, weekly or daily to: **973-283-3116**.

CHECK-IN LINE: **866-568-0130**

Our goal is to keep YOUR line open for YOUR patients and customers which will be prioritized if the above instructions are followed. This number and fax line are designated specifically for your use so we can achieve that goal. Unfortunately, if offices attempt to contact service through their own lines, the call routing is disrupted and the operators assigned to your office's calls become overloaded.

Please don't hesitate to call me or one of the shift managers if you have any questions.

Best Regards,

ANSERVE, INC.

Nancy P. Ward
President

P.S.: Remember, if you are a voicemail customer, you always **CALL FORWARD** your line to your voice mailbox but give your instructions via number listed above.

If you are **NOT** a voicemail customer, as long as you have communicated to us the instructions for the sign-out as outlined above, you may hang up **AFTER** you heard your greeting on the auto answer.

(rev. 2/08)