

Transfer SCRIPT

“Based on your current symptoms, we are transferring you to Lee County 911 telehealth, where a physician can assist you immediately. Please stay on the line while I connect you.”

Clarification Options

"They can assess and treat you based on your condition (**situation**) or help determine if an ambulance is required."

-OR-

"(Alternative) Assist with coordinating the best care options that support your needs."

(Green words**) in parentheses may substitute for other words in the bridge statement. For instance, “**condition**” can be replaced with “**situation**” if the caller/patient lacks a medical condition.