Initial Script:

Hi, my name is (first name only) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and I am a Medical Reserve Corps volunteer answering your call today.

I can answer questions from the information that I have been provided and provide referral information. I am not able to answer specific questions about your individual health risk. I am also not able to provide legal advice.

Can I ask why you are calling?