

Scripts:

These scripts are to be used when Pubic Defender, MDIC, MD Hot Topics Line, DBM and Waiver Registry calls. They have to be followed verbatim.

Thank you for calling the Office of the Public Defender.
This is _____. Can I have your Name and Zip Code please? How may I help you?

Thank you for calling Maryland Information Center.
This is _____. Can I have your name and Zip Code please? How may I help you?

Thank you for calling the Department of Budget and Management.
This is _____. Can I have your Name and Zip Code Please? How may I help you?

Thank You for calling the MD hot topics line. This is _____.
Can I have your name and zip code please? How may I help you?

Waiver Registry

Thank you for calling the Department of Health and Mental Hygiene's Waiver Registry. My name is _____. How may I help.