

NEMS
NORTH EAST MEDICAL SERVICES

NORTH EAST
MEDICAL SERVICES
東 北 醫 療 中 心

CALL CENTER HOURS

Our Call Center Agents can help you with making or changing your appointments, contacting a NEMS provider for urgent issues, or answering basic questions about NEMS.

NEMS Call Center is available 24 hours a day, 7 days a week to assist you.

ACCESSING CALL CENTER

Our automated phone system options have recently changed. To make accessing our Call Center easier, follow the prompts below:

1. **Dial NEMS phone number**
   - 1-888-500-1886
2. **Select a language**
   - Press 1 for English
   - Press 2 for Cantonese
   - Press 3 for Mandarin
   - Press 4 for Vietnamese
   - Press 5 for Spanish
3. **Press 1 for patients or press 2 for all other callers**
4. **Select an option**
   - Press 1 for appointments
   - Press 0 for all other calls

CALL BACK FEATURE

(Updated as of 1/17/2022)

We encourage you to use our Call Back Feature. You will **NOT** lose your place in line and we will call you back when our agents become available.

When Call Back Feature is offered:

1. **Press 1 to request for a call back**
2. **The system will automatically detect/ capture the caller's phone number**
   - a Press 1 to confirm
   - b Press 2 to input a different phone number
     - Enter 10 digit phone number including area code and then press #

       (Example: 415 555 1234 #)
       - i Press 1 to confirm
       - ii Press 2 to re-enter the 10 digit phone number and then press #

NEMS complies with all applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
Free language assistance services and auxiliary aids and services are available.
Si habla español, se encuentran disponibles servicios de asistencia lingüística gratuitos y ayudas/servicios auxiliares.
如果您說中文，我們可提供免費語言協助和輔助設施服務。
Nếu quý vị nói tiếng Việt, chúng tôi có thể cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí và các thiết bị và dịch vụ hỗ trợ phù hợp.

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NEMS
NORTH EAST MEDICAL SERVICES
東北醫療中心

電話接聽中心

營業時間

我們每週7天每天24小時全天候為您服務！

東北醫療中心的電話接聽中心客戶代表可以幫助您安排或更改您的預約、聯繫東北醫療中心的醫護人員解決您的緊急狀況、或解答您對本中心的其它基本疑問。

聯絡電話接聽中心

我們自動電話系統的選項最近稍作調整。
為了使您更容易聯繫到我們的電話接聽中心，請按照以下指示：

1 撥打東北醫療中心電話號碼

- 1-888-500-1886

2 選擇語言設定

- 英語，請按 1
- 粵語，請按 2
- 國語，請按 3
- 越南語，請按 4
- 西班牙語，請按 5

3 如果您是我們的會員，請按1
其他人士，請按2

4 請選擇以下其中一項服務

- 預約，請按 1
- 其它服務，請按 0

回電功能

(更新日期：1/17/2022)

我們鼓勵您使用我們的回電功能。您**不會**錯失您的電話輪候位置，我們的客戶代表會按照您輪候的次序盡快給您回電。

當系統提示您可選擇回電功能時：

1 請按 1 選擇使用回電功能

2 我們的系統會自動探測/獲取您的來電號碼

a 確認號碼，請按1

b 輸入不同的號碼，請按2

- 輸入10位數的電話號碼（包括區號）然後按 #

  例如：415 555 1234 #

  i 確認您輸入的號碼，請按 1

  ii 重新輸入您的電話號碼，請按 2

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