

Scripts for On-Hold Messaging

These scripts are designed to help you easily engage third-party vendors for on-hold phone messaging services. By using these brand-aligned scripts for a variety of themes and seasonal events, you ensure your pharmacy's messaging remains professional, consistent, and relevant—no matter who is producing the audio. Simply pick and choose the scripts that apply to your pharmacy and send them to your preferred vendor.

Need help creating more scripts customized to your pharmacy? Email our local marketing team at marketing@mckesson.ca

Theme	Script
Generic	Thank you for calling. Your health and well-being are our top priorities. Our pharmacy team is here to answer your questions, offer trusted advice, and help you manage your medications with confidence. We appreciate your patience and look forward to assisting you shortly.
Generic	We know your time is valuable. While you wait, remember that our pharmacists are always available to help with prescription renewals, medication reviews, and health consultations. Ask us how we can support your health goals today.
Generic	Did you know we offer more than just prescriptions? From over-the-counter remedies and health products to personalized advice, our pharmacy is your partner in everyday wellness. Thank you for choosing us for your health needs.
Generic	Managing your family's health can be a challenge, but you don't have to do it alone. Our knowledgeable pharmacy team is here to help with medication management, immunizations, and health resources for all ages.
Services	
Mobile App	Manage your medications anytime, anywhere with our easy-to-use mobile app. Access your fills and refills, manage your family's meds, and learn about your medications—all in one place. Download the app

	today on the App Store or Google Play.
Medication Management	We understand that it can be hard to remember to take your medication. Let us help you manage prescription renewals by synchronizing the refill dates, or by packaging your medications in blister packaging. Ask us for more information.
Vaccination	Vaccinations are a simple way to protect your health and the health of those around you. Our pharmacy offers a range of immunizations for all ages, including routine and seasonal vaccines. Speak with our team to learn more.
Prescribing for Common Conditions	Did you know that we can prescribe for common conditions? Whether it's a skin rash, a UTI, hemorrhoids, or other, we're here to help you get assessed and, if appropriate, prescribe the medication you need. Ask us for details.
Travel Health	Planning a trip? Visit us for travel health advice, vaccinations, and medications to keep you safe wherever you go. We can help you prepare for your journey with personalized recommendations.
Private Label	
Our Trusted Brands	Are you always on the lookout for high quality products at lower prices? Check out our trusted brands such as Option+, Kit, Nosh & Co., Rose & Robin, and savvy. These products range from over-the-counter medication, vitamins, beauty products, household essentials and snacks. Come in and shop our trusted brands today.
Option+	Our trusted brand Option+ offers a full line of health and wellness products at an everyday lower price than national brands. With over 35 years in market and a quality guarantee, you can trust Option+ to meet the needs of your whole family. Ask our team for recommendations.
Kit	Upgrade your beauty routine with Kit—our trusted brand for quality beauty tools and accessories. From makeup brushes to tweezers and nail care essentials, Kit has everything you need for everyday self-care. Explore our selection in-store.

Nosh & Co.	Treat yourself to Nosh & Co. – our trusted brand for snacks like chips, nuts, and more. Perfect for sharing or enjoying on your own, Nosh & Co. brings a little joy to your day. Pick up your favourites on your next visit.
Rose & Robin	Our trusted brand Rose & Robin offers a quality assortment of sweet and savoury treats for special occasions. If you are looking for that perfect gift for someone special, or a little treat for yourself, you will love the gourmet assortment available.
Savvy	Our trusted brand savvy makes everyday living easier with a full range of household essentials – like dish soap, paper towels, and more. Thoughtfully designed for real life, savvy delivers the quality you expect at prices you'll appreciate.
Seasonal - Health	
Spring/Summer – Sun Care	Protect yourself and your family this summer with our wide selection of sun care products. From sunscreen to after-sun lotions, we have everything you need to stay sun-safe. Ask our pharmacist for advice on choosing the right products for you.
Spring/Summer - Allergies	Spring has sprung, and with that comes runny noses and other seasonal allergy symptoms. We have what you need, whether it be nasal sprays or oral remedies. Ask our pharmacist for products tailored to your needs.
Fall/Winter - Flu Shot	Flu season is here. Protect yourself and your loved ones by getting your annual flu shot. Book your appointment today.
Fall/Winter – Cold & Flu	Cold and flu season is here. Stock up on remedies and essentials to help you and your family feel better faster. Our pharmacy team can recommend products to manage symptoms and support your recovery.
Fall/Winter - Stress Management	Feeling stressed this season? A healthy lifestyle is crucial: eat a balanced diet, cut down on alcohol and caffeine, sleep well, and exercise regularly. Our pharmacist can help with personalized advice.
Seasonal - Promo	
Valentine's Day	Find thoughtful cards, sweet treats, and special gifts for everyone you care about, right here at your local pharmacy. Make someone's day with

	a little love.
Easter	We've got everything you need to get ready for easter, including candy, decadent chocolates, greeting cards, gifts, and more. Hop into today!
Mother's Day	We are your source for Mother's Day gifts, cards, and anything you need to make the day special for mom.
Father's Day	We've got you covered for everything you need to put a smile on dad's face this Father's Day, including cards, gifts, and more!
Back to School	Summer is almost over, which means that it's back to school time once again! Make sure your kids are prepared and check out our great back to school selection.
Halloween	Get ready for a spooktacular Halloween! From costumes to candy for trick-or-treaters, we have everything you need to make this Halloween fun and memorable.
Holidays	Happy Holidays! From greeting cards and chocolates to other special gifts, and the ribbons and bows to wrap it all up, it's all here at your local pharmacy - your one-stop shop for the holidays.