

## Neuropathy Incoming Call Script

Remember you need to speak clear and at a even pace. DON'T sound so rushed that the patient FEELS unimportant. NEVER tell them to hold if we need to place them on a brief hold, we ask nicely if they can hold for just a quick moment! Don't forget this is the first impression. (honestly this needs to apply for ALL calls anyway)

Good afternoon, Thank you for calling (clinic name) (your name) how may I help you?

Hi... I was calling because I saw an ad face book about a free consultation to learn more about how I can get help with neuropathy issues in my legs.

I want to thank again for reaching out to us. My name again is (your name), May I please have your first name?

Thank you (patient name) I'm so glad you called.

So (patients name) I would like to take just a quick moment to ask you a few questions to understand better what you have been dealing with so I can explain how we can help you, would that be ok?

Yes sure!

So (patients name) if you would please describe some of the symptoms you've been dealing with that has been affecting your quality of life?

Well I have been noticing burning and tingling feelings in my feet, I don't sleep well because of my legs cramping up. I have noticed some numbness in a few of my toes and my balance is getting to be a problem. My primary care doctor said its probably restless leg syndrome but I dont know. The medications they prescribed Im taking dont seem to help at all and I HATE the side effects. Its so frustrating.

(Patients Name) I'm so sorry you've been dealing with this. How long have these issues been giving you such trouble?

Well let me think... its been at least 3 maybe 3 ½ years?

Wow that is terrible that you have had to live with this for so long. I will share with you that the issues you are describing regarding neuropathy may be somewhat common but they are certainly not normal! What Im excited to do is schedule that free consultation in our office so we can identify exactly what it is that's causing your neuropathy symptoms but the most

important thing we're going to discover together are the solutions to get you back to a life without pain!

I have a few appointments available for you for this free consultation. I have tomorrow at 9 AM or Thursday at 4 PM which one of those to work best for your schedule ?

Probably the afternoon appointment but I do have a question

Sure (patients name) what can I answer for you?

So how much does the program usually cost?

(patients name) that's a great question, I get asked that question quite frequently when individuals call us for help. What I want to share with you is that there's not just one program that fits everyone because individuals have different symptoms and conditions that they're dealing with. The reason that we offered a consultation in the office so we can identify exactly what is going on with your situation and design a specific treatment plan for a specific set of goals to finally set you free of these issues.

Oh that sounds terrific it's about time somebody understands that there is something wrong and I'll do the 4 o'clock on Thursday.

Fantastic typically the consultation is going to last 30 minutes sometimes longer depending on questions that you may have. Do you know where we're located?

Be sure to give the location details and always invite them to arrive a little early. Always end on a positive note commenting on " I can't wait to see you" " I can't wait to finally give you the help you've been looking for"

## **Knee Incoming Call Script**

Remember you need to speak clear and at an even pace. DON'T sound so rushed that the patient FEELS unimportant. NEVER tell them to hold if we need to place them on a brief hold. we ask nicely if they can hold for just a quick moment! Don't forget this is the first impression. (honestly this needs to apply for ALL calls anyway)

Good afternoon, Thank you for calling (clinic name) (your name) how may I help you?

Hi... I was calling because I saw an ad face book about a free consultation to learn more about how I can get help with some knee pain.

I want to thank again for reaching out to us. My name again is (your name), May I please have your first name?

Thank you (patient name) I'm so glad you called.

So (patients name) I would like to take just a quick moment to ask you a few questions to understand better what you have been dealing with so I can explain how we can help you, would that be ok?

Yes sure!

So (patients name) if you would please describe some of the symptoms you've been dealing with that has been affecting your quality of life?

Well I have had knee pain mostly in my right knee and its like a dull achy feeling, It really bothers me when Im going downstairs to my basement. I have also noticed that my knee sometimes gives out on me. I spoke to another doctor said its probably arthritis and he can do some sort of injection or I may need surgery! but I dont even know whats wrong I just know its getting worse and I DON'T want surgery. Its so frustrating.

(Patients Name) I'm so sorry you've been dealing with this. How long have these issues been giving you such trouble?

Well let me think... its been at least 3 maybe 3 ½ years?

Wow that is terrible that you have had to live with this for so long. I will share with you that the issues you are describing regarding your knee pain may be somewhat common but they are certainly not normal! What Im excited to do is schedule a free consultation in our office so we can identify exactly what it is that's causing your knee pain symptoms but the most important thing we're going to discover together are the solutions to get you back to a life without pain!

I have a few appointments available for you for this free consultation. I have tomorrow at 9 AM or Thursday at 4 PM which one of those to work best for your schedule ?

Probably the afternoon appointment but I do have a question

Sure (patients name) what can I answer for you?

So how much does the program usually cost?

(patients name) that's a great question, I get asked that question quite frequently when individuals call us for help. What I want to share with you is that there's not just one program that fits everyone because individuals have different symptoms and conditions that they're dealing with. The reason that we offered a consultation in the office so we can identify exactly what is going on with your situation and design a specific treatment plan for a specific set of goals to finally set you free of these issues.

Oh that sounds terrific it's about time somebody understands that there is something wrong and I'll do the 4 o'clock on Thursday.

Fantastic typically the consultation is going to last 30 minutes sometimes longer depending on questions that you may have. Do you know where were located?

Be sure to give the location details and always invite them to arrive a little early. Always end on a positive note commenting on "I can't wait to see you" "I can't wait to finally give you the help you've been looking for"

## **Type 2 Diabetes Incoming Call Script**

Remember you need to speak clear and at a even pace. DON'T sound so rushed that the patient FEELS unimportant. NEVER tell them to hold if we need to place them on a brief hold. we ask nicely if they can hold for just a quick moment! Don't forget this is the first impression. (honestly this needs to apply for ALL calls anyway)

Good afternoon, Thank you for calling (clinic name) (your name) how may I help you?

Hi... I was calling because I had seen an ad on face book about a free consultation to learn more about how I can get help with my type II diabetes.

I want to thank again for reaching out to us. My name again is (your name), May I please have your first name?

Thank you (patient name) I'm so glad you called.

So (patients name) I would like to take just a quick moment to ask you a few questions to understand better what you have been dealing with so I can explain how we can help you, would that be ok?

Yes sure!

So (patients name)

Have you been diagnosed with type II? (and if yes) how long ago?

(Patients name) if you would please describe some of the symptoms you've been dealing with that has been affecting your quality of life?

Well I have been noticing burning and tingling feelings in my feet, I don't sleep well because of that. I have noticed some numbness in a few of my toes and my balance is getting to be a problem. I have also noticed that my vision from time to time is blurry. My primary care doctor said its probably a result of my diabetes and offered me some medications, but I dont know. The medications they prescribed Im taking dont seem to help at all and I HATE the side effects. Its so frustrating.

(Patients Name) I'm so sorry you've been dealing with this. How long have these issues been giving you trouble?

Well let me think... its been at least 2 maybe 2 ½ years?

Wow that is terrible that you have had to live with this for so long. I will share with you that the issues you are describing regarding symptoms from your diabetes may be common, but they are certainly not normal! What I am excited to do is schedule that free consultation in our office so we can identify exactly what it is that's causing your symptoms but the most important thing we're going to discover together are the solutions to get you back to a life without these issues or harmful side effects from medications ! The main issue is if we don't treat and reverse this, we have other major issues that will cause problems in the near future!

I do have a few appointments available for you for this free consultation. I have tomorrow at 9 AM or Thursday at 4 PM which one of those to work best for your schedule?

Probably the afternoon appointment but I do have a question

Sure (patients name) what can I answer for you?

So how much does the program usually cost?

(patients name) that's a great question, I get asked that question quite frequently when individuals call us for help. What I want to share with you is that there's not just one program that fits everyone because individuals have different symptoms and conditions that they're dealing with. The reason that we offered a consultation in the office is so we can identify exactly what is going on with your situation and design a specific treatment plan for a specific set of goals to finally set you free of these issues.

Oh that sounds terrific it's about time somebody understands that there is something wrong and I'll do the 4 o'clock on Thursday.

Fantastic typically the consultation is going to last 30 minutes sometimes longer depending on questions that you may have. Do you know where were located?

Be sure to give the location details and always invite them to arrive a little early. Always end on a positive note commenting on " I can't wait to see you" " I can't wait to finally give you the help you've been looking for"

## **ED Incoming Call Script**

OFFICE: Good (current time of day), Thank you for calling (name of clinic) this is (your name) how may I help you?

PATIENT: Hi... I was calling because I saw an ad face book about a free consultation to learn about what you can do to help me with some ED issues I'm having.

OFFICE: Yes of course and I want to thank again for reaching out to us. My name again is (your name), May I please have your first name?

OFFICE: Thank you (patient name) I'm so glad you called. I know this is not only difficult to talk about but, also can have a major impact on your quality of life. It's important for me to share with you that the Drs and staff do understand the issues that men deal with living with this condition. We value your time and will always use complete discretion in protecting your privacy.

OFFICE: So (patients name) I would like to take just a quick moment to ask you a few questions to understand better what you have been dealing with so I can explain how we can help you, would that be ok?

PATIENT: Yes sure!

OFFICE: So (patient's name) if you would please explain some of the symptoms you've been dealing with this has been affecting your quality of life?

PATIENT: Well I have had difficulty maintain an erection, my wife is frustrated and thinks it may be her fault and honestly I just feel embarrassed and frustrated. It was difficult enough just calling you to be honest.... My primary care doctor offered medications but it they didn't seem to work. Its so frustrating.

OFFICE: (Patients Name) I'm so sorry you've been dealing with this. How long have these issues been giving you such trouble?

PATIENT: Well let me think... Honestly for a little over a year but it has been getting worse. I think now its becoming not only physical but also a mental thing....

OFFICE: (patients name) that's terrible that you and your wife have have had to deal with this for so long. I will share with you that the issues you are describing may be somewhat common for men but I can assure you it's certainly not normal! What I would like to do is schedule that free consultation in our office so we can identify exactly what it is that's causing your symptoms but the most important thing we're going to discover together are the solutions.

OFFICE: I have a few appointments available for you for this free consultation. I have tomorrow at 9 AM or Thursday at 4 PM which one of those two works best for your schedule?

PATIENT: Probably the afternoon appointment but I do have a question

OFFICE: Sure what can I answer for you?

PATIENT: So how much does the program usually cost?

OFFICE: (patients name) that's a great question, actually get asked that question quite frequently when guys call us for help. What I want to share with you is that there's not just one program that fits all men because individuals have different symptoms and conditions can cause these issues. The reason that we offer the free consultation in the office so we can identify exactly what is going on with your situation and design a specific treatment plan for a specific set of goals to finally set you free of these issues.

Oh that sounds terrific it's about time somebody understands that there is something wrong and I'll do the 4 o'clock on Thursday.

Fantastic typically the consultation is going to last 30 minutes sometimes longer depending on questions that you may have. Do you know where were located?

Be sure to give the location details and always invite them to arrive a little early. Always end on a positive note commenting on " I can't wait to see you" " I can't wait to finally give you the help you've been looking for"

## **Back Pain Incoming Call Script**

Remember you need to speak clear and at a even pace. DON'T sound so rushed that the patient FEELS unimportant. NEVER tell them to hold if we need to place them on a brief hold, we ask nicely if they can hold for just a quick moment! Don't forget this is the first impression. (honestly this needs to apply for ALL calls anyway)

Good afternoon, Thank you for calling (clinic name) (your name) how may I help you?

Hi... I was calling because I saw an ad face book about a free consultation to learn more about how I can get help with some knee pain.

I want to thank again for reaching out to us. My name again is (your name), May I please have your first name?

Thank you (patient name) I'm so glad you called.

So (patients name) I would like to take just a quick moment to ask you a few questions to understand better what you have been dealing with so I can explain how we can help you, would that be ok?

Yes sure!

So (patients name) if you would please describe some of the symptoms you've been dealing with that has been affecting your quality of life?

Well I have had knee pain mostly in my right knee and its like a dull achy feeling, It really bothers me when Im going downstairs to my basement. I have also noticed that my knee sometimes gives out on me. I spoke to another doctor said its probably arthritis and he can do some sort of injection or I may need surgery! but I dont even know whats wrong I just know its getting worse and I DON'T want surgery. Its so frustrating.

(Patients Name) I'm so sorry you've been dealing with this. How long have these issues been giving you such trouble?

Well let me think... its been at least 3 maybe 3 ½ years?

Wow that is terrible that you have had to live with this for so long. I will share with you that the issues you are describing regarding your knee pain may be somewhat common but they are certainly not normal! What Im excited to do is schedule a free consultation in our office so we can identify exactly what it is that's causing your knee pain symptoms but the most important thing we're going to discover together are the solutions to get you back to a life without pain!



I have a few appointments available for you for this free consultation. I have tomorrow at 9 AM or Thursday at 4 PM which one of those to work best for your schedule ?

Probably the afternoon appointment but I do have a question

Sure (patients name) what can I answer for you?

So how much does the program usually cost?

(patients name) that's a great question, I get asked that question quite frequently when individuals call us for help. What I want to share with you is that there's not just one program that fits everyone because individuals have different symptoms and conditions that they're dealing with. The reason that we offered a consultation in the office so we can identify exactly what is going on with your situation and design a specific treatment plan for a specific set of goals to finally set you free of these issues.

Oh that sounds terrific it's about time somebody understands that there is something wrong and I'll do the 4 o'clock on Thursday.

Fantastic typically the consultation is going to last 30 minutes sometimes longer depending on questions that you may have. Do you know where were located?

Be sure to give the location details and always invite them to arrive a little early. Always end on a positive note commenting on " I can't wait to see you" " I can't wait to finally give you the help you've been looking for"