

7 STEPS TO A GREAT CONSULTATION

CHEATSHEET

1. STEP ONE: State the Agenda of the Appointment

"To start off your appointment, I am going to ask you some questions to learn more about your Condition. From there, we will talk about whether it makes sense to do an exam and talk about our treatment options that may help. Does that sound good to you?"

2. STEP TWO: Figure Out Why They Are There

"What made you decide to reach out to us?"

3. STEP THREE: Understand Their Current Situation

There are some questions to ask the patient to find out more about their current situation:

- *What pain are they currently dealing with?*
- *What are they doing to handle the pain?*
- *What is the extent of their condition?*
- *What does their life look like because of the pain? Is it holding them back?*

4. STEP FOUR: Figure Out What They Have Tried in the Past

Here are questions to ask to find out more about the patient's history:

- *What other treatments have they tried?*
- *How did those treatments work for them for their lifestyle?*
- *Was it simple for them?*
- *How long were they using these various treatments?*
- *Did they find any relief from them?*

Expect them to vent about their past failed treatments they've tried.

5. STEP FIVE: Figure Out Their Desired Situation

"What kind of results are you hoping for?"

We know they want to be pain free... but WHY? For playing with grandkids?
For golf?

6. STEP SIX: Figure Out Their Motivation to Change

The question you want them to subconsciously think about is *"what will their life be like if they don't make any changes?"*

They need to realize that their current situation is holding them back and that your treatments are the answer they've been looking for.

7. STEP SEVEN: Acknowledge Their Pain → Transition to the Next Step

"I appreciate you sharing so much with me. I think you're a perfect fit for our programs and we can absolutely help you out... We specialize in helping individuals who have osteoarthritis of the knee avoid knee surgery and get out of pain by using several different treatment modalities depending on the individual. Here are the next steps to learn more and make sure we can recommend the best treatment for you. We will want to get you scheduled soon for an examination so Stacy at the front desk can help you out with that."

