

ED INCOMING/OUTBOUND

CONSULTATION PHONE 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! Do not forget this is the first impression. (honestly, this needs to apply for ALL calls anyway)

(INCOMING CALL INTRO)

(OFFICE) *Good afternoon, thank you for calling (clinic name) (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 more about how I can get help with some things I have been dealing with regarding ED.*

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

(PATIENT) *Yes, it's Sara*

(OFFICE) *Thank you Sara I am so glad you called.*

(OUTBOUND CALL INTRO)

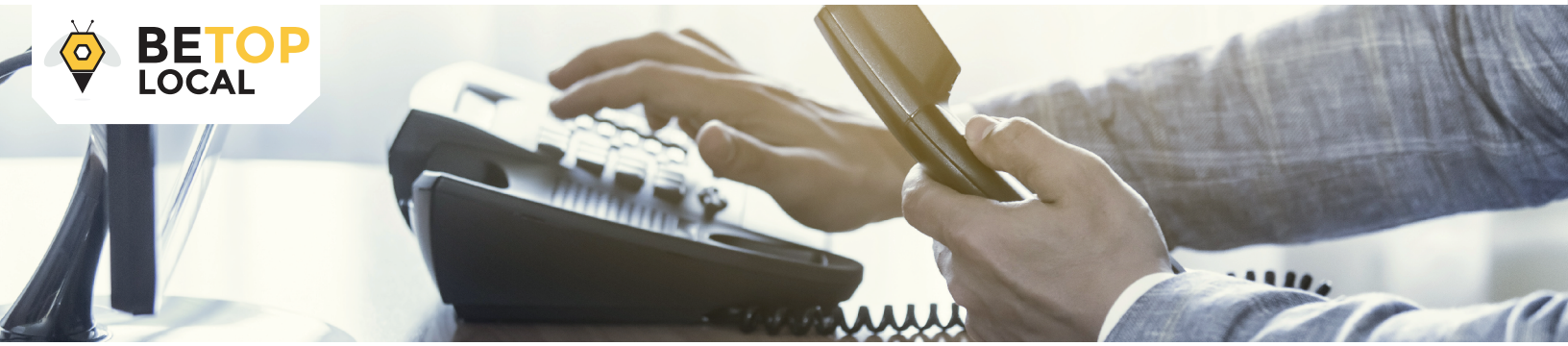
(OFFICE) *Good afternoon, May I please speak to (patients name)? (Don't assume the person answering is the one who reached out. ALWAYS ask by name for the individual)*

(PATIENT) *This is (patients name)*

(OFFICE) *Hello my name is (your name) and I'm calling from (Clinic name) regarding your interest in a free consultation that you had seen on Facebook regarding ED. Do you have just a few minutes to talk?*

(PATIENT) *Yes I sure do*

(OFFICE) *Great thank you (patients name) I want to thank again for reaching out to us. My name again is (your name)*



(SCRIPT FRAMEWORK)

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: *(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 maintaining 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 they didn't seem to work. and it's been 5 months so yea Its frustrating!

OFFICE: *I'm really 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 2 years but it has been getting worse. I think now its becoming not only physical but also a mental thing....*

OFFICE: *That's terrible that you and your wife 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.*

PATIENT: *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.*

OFFICE: *Fantastic typically the consultation is going to last 30 minutes sometimes longer depending on questions that you may have. Do you know where we are 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"