

OFFICE: Hello thank you for calling _____ office. My name is Jason how may I help you?

Patient. My name is Susie I was calling about the knee pain seminar I just saw on Facebook.

OFFICE: Great Susie my name again was Jason.

I'm excited that you called to reserve/confirm your spot with us at our upcoming Knee pain seminar to be presented at _____ time on __/__/__.

Susie if you have just a quick moment, I'd like to ask you a couple questions regarding your knee pain and tell you a little bit about what to expect.

Patient: Yes, I do thank you.

OFFICE: Fantastic! The Knee Seminar typically will last an hour to an hour and a half.

The Knee Seminar is designed to discuss the symptoms and conditions associated with Knee pain but most important Susie we will be discussing the solutions to get rid of Knee pain without medications or surgery. May I please ask how long have you had your knee pain?

Patient: 2 years

OFFICE: I'm sorry to hear that. Susie how has this knee pain that you've been living with affect your quality-of-life?

Are there certain activities and or daily functions that you are unable to complete or are difficult to complete because of your knee pain?

Yes, It has been difficult to stand for long periods of time which really makes it hard for me at work. When I get home I'm in pain and feel exhausted. It's hard then to clean and prepare dinner for my family.

(Listen closely and remain empathetic to their needs).

I'm so sorry that you had to deal with this knee pain for so long. The great news is HELP is on the way and the Knee Seminar like I said earlier is designed to educate you about all of the symptoms associated with knee pain and most important the solutions to reduce and in most cases rid you of your knee pain for good without medications or surgery.

Susie were you attending the Knee Seminar by yourself or do you have a friend or loved one that he either has knee pain or maybe is coming for love and support?

Patient. Yes, my husband will attend but he has back pain not knee pain.

I'm sorry to hear that he's dealing with back pain but I'm delighted he's going to join you to help understand what we can do for your knee pain. Susie please make sure at the end of the Knee Seminar you take a moment to speak with one of our staff members to talk about how we can help not only you but also your husband with his back pain.

The Knee Seminar will start promptly at _____ time we would like you to arrive at least 30 minutes early so we can get you checked in and get you a great seat.

Thank you again for calling and we are so excited to see you and to finally give you the resolution to getting rid of your knee pain once and for all!

Thank you again Susie for calling and we look forward to seeing you at _____

Have a wonderful day and we will see you soon.

You can remind them they will receive a text message to confirm that has a directional link to the restaurant

