

## NEW PATIENT CALL IN

### Script:

Thank you for calling *CLINIC NAME*. This is *CA NAME*. I can help you.

*Hi, I'd like to make an appointment.*

When was the last time you saw the doctor?

*Oh, this is my first time.*

Great! Which one of our patients referred you to us? That's great, \_\_\_\_\_ is a great patient. Be sure to thank them for us! *If not referral:* How did you hear about us? (workshop, event, Advertisement, etc...)

So, before we schedule your appointment I'll need to get some information from you.

May I please get your :

Full name?

Address?

Home or cell phone?

Date of birth?

Email address?

Is this appointment for you or for your whole family?

Let me check the doctor's availability. Is a morning or afternoon appointment better for you?

I can schedule a consultation with the doctor either *DAY* or *DAY* at *TIME* or *TIME*. Which is better for you?

Great, we will schedule an appointment with the doctor on *DAY* at *TIME*.

So, *NAME*, this office visit will begin with a consultation with the doctor at no charge. If the doctor decides that further examinations are necessary, cost will be discussed with you at that time. If that is the case, it is our policy that all new patients take care of any charges in full on this initial visit.

***If Internal Referral Only - Ask if they received a referral pack –***

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*if not* - I will have one waiting for you to pick up when you come in. If the doctor recommends a full exam, which is typically \$287, the coupon will keep the cost from exceeding \$47.

*If Yes* – Great! Make sure to bring the coupon with you on *DATE*. If the doctor recommends a full exam, which is typically \$287, the coupon will keep the cost from exceeding \$47.

Please allow approximately 45 minutes in our office for the exam. We will need you to fill out some paperwork for us, so we ask that you either arrive about 15 minutes before your appointment in order to complete the form, or you can go online to *PRACTICE WEBSITE* and print the New Patient Registration Form from home. If you bring in the form completed, you can simply arrive at your scheduled appointment time.

Now, *NAME*, I have reserved 45 minutes in the doctor's schedule for your appointment. If for any reason you cannot make your appointment, please call me in advance so I can reschedule it for you.

We look forward to seeing you on *DATE & TIME*. Have a great day *NAME*!