



RETHINKING THE TRADITIONAL FRONT DESK MODEL & IMPROVING THE PATIENT EXPERIENCE

COMPLETE THIS HOMEWORK BEFORE YOU ATTEND OUR SESSION

This is the homework we need you to complete prior to this session on Thursday, August 25 (Day 4 of Allied) 1 pm - 2 pm PST. For taking the time to do this, these are the prizes you will be eligible for on the webinar: iWatch, Skip The Dishes, and a Fairmont Spa Package.



STEP 1: Listen to this call - https://youtu.be/_QVp-EgNxpc



STEP 2: Rate this call using the scoreboard

CONNECT	/5	
Agent announced their name clearly	Y	N
Agent correctly stated the clinic name	Y	N
Agent asked the patient their name	Y	N
Agent repeated the patient's name back to them at least 3 times in the conversation	Y	N
Agent asked how they could help	Y	N

ASK QUESTIONS – show empathy and urgency	/4	
Agent asked about the patient's injury/pain/what happened	Y	N
Agent said 'sorry' about the patient's pain/injury	Y	N
Agent asked the patient how bad the pain/injury is	Y	N
Agent asked what their pain/injury is stopping me from doing	Y	N

RESULTS AND PATIENT STORIES	/3	
Agent shared another patient(s) success story	Y	N
Agent stated to the patient they called the 'right' place	Y	N
Agent recommended a clinician(s) to the patient	Y	N

EXPLAIN HOW IT WORKS

/3

Agent described the initial visit/service

Y

N

Agent showed value before stating the price of the session

Y

N

Agent asked the patient 'what questions do you have?'

Y

N

SUGGEST TWO OPTIONS

/2

Agent mentioned the waitlist and said 'squeeze you in'

Y

N

Agent provided two different appointment times

Y

N

I'LL CALL YOU BACK

/1

Agent attempted to keep the patient on the phone (e.g. what is the one reason you want to call back? Is there something I didn't answer for you?)

Y

N

ADD UP YOUR TOTAL SCORE

/18

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Helped hundreds of clinic owners generate an extra 2 new patients per week without spending a dime more on marketing.

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