

# Pre-Appointment Call

1 Week Before Appointment?

Hi \_\_\_\_\_,

This is \_\_\_\_\_ from Dr. \_\_\_\_\_'s office. I just want to confirm your appointment on \_\_\_\_\_ at \_\_\_\_\_.

Also, in addition to your appointment, we'd like to show you a video about an exciting new detox/weight loss program we have now. Its just a 15-day program but people are losing a lot of weight and feeling dramatically better. We have a video we'd like you to watch that explains how it works, and the results people are getting.

Can you come in 20 minutes early so you can watch the video, or stay 20 minutes after?

If No: Then plan to do it next time

If yes: Great, thanks. And as part of this program we'd like you to take an online health assessment test, where you rate symptoms you may be having. Its an online test that you should complete before you come in. We'll print out the results and go over them with you when you come in. I'll email you a link to the online test, what email address should I use for you?

I'm going to send the email now for the health assessment test. If you don't get it in a few minutes please call us.

And then we'll see you (20 minutes early) or 20 minutes after so you can watch our video. Its a weight loss and detox program that we are getting great results with!

**SEND THE TAKE THE TEST EMAIL**

~ Confirm appointment

~ Exciting new 15-Day Wellness Program

Feeling 65% better, losing 7-9 pounds in 15-days

~ Show you a video all about it, 20 minutes (early, late?)

~ Take an online test, send you an email (best email for you?)

# Pre-Appointment Test-Check

2 Days Before Appointment?

Log into the system to see if they completed the online test. (You also get an email each time a person completes an online test)

If Yes: Print out their report, circle and highlight key parts of their report. Put it in a presentation binder for the patient.

- Symptom Test: Categories, group scores, total score
- Health meter

If No: Call the patient, and resend the test link email. Check that you got the correct email address. Ask them to check spam.

# Pre-Appointment - Night Before

Print out any test results for tomorrow

Log into the system to see if they completed the online test. (You'll also get an email each time a person completes an online test)

If Yes: Print out their report, circle and highlight key parts of their report. Put it in a presentation binder for the patient.

If No: Call the patient, and resend the test link email. Check that you got the correct email address.

# Appointment Day

Before Or After Regular Appointment

**Review the patient's test results with them. Use a high-lighter**

**Patient Watch video**

**Review NutriClear kit contents**

**Do it with a friend or family member?**

**How to get them to take the test again**

**Book follow up appointment?**