



Pre-Consult Script

1. Intent of Call:

☐ Hello _____, my name is _____ and I am the patient coordinator for Dr. _____
so I'll be helping you throughout your journey with us.
I wanted to check in with you to help you prepare for your consultation with Dr. _____ since my role is
make sure you get all of the information you need to make a good decision, so you get the result you want and love
your new look. Of course, I hope you choose us, but I'll leave the decision making up to you. How's that?"

2. Probe:

☐ I understand you are interested in a _____ and hoping to get it done before _____,
is that right?

Can you tell me more about that?

Terrific, and out of curiosity, how long have you been thinking about this?

Are you ready NOW?

3. Where you stand:

☐ So, have you talked to anyone else? If so, how did that go? (You are looking for good and bad points, so you avoid making the same mistakes).

↳ If multiple consults, ask "How are you going to decide which surgeon to choose?"

4. Past History:

☐ I see you have had cosmetic surgery before, so out of curiosity, what was your experience like?

Was it life-changing and/or worth it?

5. Position the Physician:

☐ Thanks for that information _____ and Dr. _____ can certainly help you, since _____ a



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6. Qualify if Not Done Already:

☐ And _____, I'd like to ask you a few more questions to be sure you're a good surgical candidate.

- ☐ Current medical or recreational meds?
- ☐ Heart trouble?
- ☐ Diabetes?
- ☐ Height and Weight (BMI)?
- ☐ Neck/Back pain history, if you need to be flipped on the surgical table?
- ☐ Pregnant or trying?
- ☐ Breast feeding?
- ☐ Done having children?
- ☐ Smoker/Vaper?



☐ Thanks for that information and, lastly, I want to go over four housekeeping items to better prepare you for your consultation.

① Please allow about an hour to be with us so you have plenty of time to meet with Dr. _____,

get your questions answered, and then meet with me to go over fees and possible surgery dates.

② Because Dr. _____ is very popular, _____ books out quickly, so please bring your calendar and I'll do all I can to accommodate your schedule, should you decide to move forward, and I would need a deposit to hold a surgical date for you.

③ If anyone else is going to be helping you make this decision, whether it be your husband, sister, or mom, feel free to bring them along to the consultation so we can answer all of their questions as well, and, lastly,

④ _____ starts at or ranges from _____ and we offer multi-procedure discounts. You also save _____ when you book at the consultation since Dr. _____ likes to reward decisiveness and you're entitled to another _____ off your surgical fee when you pay in cash. How does that sound?



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7. If Price Resistance:

- ☐ Dr. _____ 's fees are based on the exceptional results _____ able to achieve. Were you planning on using your own credit cards or are you interested in learning about pay plans? (Send them links to carecredit.com and alphaon.com).

And, some of our patients call their credit card companies to increase their limit, and/or they apply for a new big bank credit card such as www.Chase.com since they offer 0% interest for up to 18 months, cash back rewards, travel points and no annual fee.

Other options:

8. Closing Statement:

- ☐ OK, that's it for now Connie and I look forward to meeting you!