Consultations

* Call consultations one to two days prior
  + Introduce yourself
    - “I’m Abbey. I’m one of the patient coodinators at practice X. I’m here to be your point of contact for anything you need. In addition to meeting with our specialist/provider/doctor/surgeon, I will also be there at your appointment to introduce you to practice X and assist you after your consultation.”
  + What will be done in the consultation?
    - “During your consultation your specialist/provider/doctor/surgeon will review and discuss your concerns and help teach you about what is happening with your skin, establish your goals for treatment and make some recommendations for options to achieve those goals.”
    - “Following your meeting with the specialist you and I will sit down and review how you take care of your skin at home. If you could please bring in your favorite products so we can ensure you have an effective regimen in place.”
    - Talking points regarding the consultation
      * Review concerns
      * Educate you about the issues
      * Discuss and recommend treatments to achieve goals
      * Review your skin care regimen at home
        + Please bring in the products you are using at home
        + We want to ensure you have the tools to take care of your skin
        + Using products correctly leads to better results
  + If just a leaving a message
    - Hi I’m Abbey. I’m one of the pt. coordinators at practice X. I am calling to speak with you to review the consultation process at practice X and answer any question you may have prior to your appointment tomorrow. Please also bring in your favorite products so we can ensure you have and effective regimen at home If you would like to return my call I can be reached at 949-709-4141.”
    - Introduce yourself and that both you and the provider will meet with them
    - Ask them to bring in the products they are using to review their skin care routine
* At Consultation
  + Make sure they get a questionnaire
  + Bring patient back into room
    - Introduce yourself
    - “Hi I’m abbey. One of the patient coordinators at practice X. I’m here to be your point of contact at practice X for anything that you need. I can answer questions about treatments and post treatment care, help you schedule appointments, and I will help teach you how to take care of your skin at home. We take a comprehensive approach to skin care and want to ensure we do everything we can to help you look your best.”
    - “I would first like to take a moment to introduce you to practice X. Practice X has been serving this area for more than X years under the founder and director Dr. X. Practice X has been voted the #1 cosmetic center in Orange County by the OC Register for the last 9 years in a row. Today you will be meeting with specialist/provider/doctor/surgeon …INSERT CREDENTIALING STATEMENT. She/he will be reviewing and discussing your concerns and she will help teach you about what is causing those concerns, establishing your goals for treatment and making some recommendations for options to achieve those goals.”
    - “After you finish with specialist/provider/doctor/surgeon you and I will sit down and talk about how you take care of your skin at home. Did you bring in your favorite products so we can review your regimen? Our goal is to make sure you have all the tools available to get the best possible results.”
    - The coordinator can leave the room and come back in with the provider
    - During the consult with the provider
      * Coordinator should take notes about the things that are discussed
      * Pay attention to the recommendations and the concerns
        + Listen to the patient!
    - After consult
      * Provider leaves room and goes to get the educator
        + Provider reviews what occurred during appt
        + Talks about patient concerns
        + Brings coordinator back into the room with Provider
      * With provider in the room review the following with coordinator and patient
        + Patient concerns
        + Recommended treatments
        + Any product issues that arise
        + Any issues relating to timing
      * Coordinator presents cost estimate
      * Take the patient to the front retail area
        + Review skin function and how they take care of their skin
        + Educate them on how to take care of their skin