* Ask the caller his/her name
* Identify the patient needs
  + Has the patient been in before?
  + What are you trying to achieve?
* Credential
  + Benefit Statement. Why we are great/different?
    - Providers
    - Technology
  + Why the Consultation?
* Close
  + Ask for the appointment!
    - Give two options for day and time
    - Review all details of appt

Consultation Credentialing: I recommend you come in for a consultation so that we can take a look at you, see your concerns, answer all your questions, understand your goals, and recommend a treatment that will most effectively accomplish those goals.