Script #1 – Renuvion Front Desk Script

Front Desk (not patient coordinator)

Introduction – Good morning/Afternoon. My name is \_\_\_\_\_\_\_\_\_\_\_\_how can I help you today? It is important in an aesthetic practice to remain mindful that patients call the practice because they have a problem. Practices must be mindful of placing patients on hold (even if they ask for permission). The goal is always to offer a **solution and resolution** at every level of the practice.

Answer general question- **Does your practice offer**…

**Non-surgical/Minimally invasive facelifts-** We hear this question often these days, and yes- we do offer the latest technology in minimally invasive facelifts. Patients getting facelifts are looking for a smoother and more youthful looking neck and jawline. Renuvion technology is used by doctors to address similar issues- without using the more aggressive techniques of a facelift.

**Body sculpting skin tightening-** We hear this question often, and yes, we do offer the latest technology combined with liposuction. Renuvion technology is used by doctors to address these issues- using less invasive techniques. Our patients benefit from a complete approach using Renuvion technology combined with liposuction.

**Liposuction with laser tightening-** We hear this question often, and yes, we do offer the latest technology combined with liposuction. In our practice we use Renuvion technology instead of laser technology to more effectively contract the skin and shrink tissue.

**Non-surgical-Arm lifts-** This is a concern for many patients. We offer a less invasive option for loose skin on the arms. We combine liposuction to reduce the fat in the arms and then use Renuvion to contract tissue and reshape the arms. The doctor will determine during your consultation if you are a good candidate for this procedure.

**What are the risks or expected side effects when using this new technology-** During your consultation, the doctor will clearly explain any risks and side effects associated with this new technology.

For the front desk, a brief description is sufficient to let patients know that the Renuvion device is used in the practice. It is important that the front desk does not miss opportunities to offer Renuvion if the patient does not ask for Renuvion by name. These options refer to procedures; however, patients may also ask about a result- non-surgical, for example: **Does your practice offer anything for loose skin on the thighs?**

**Bridge to the next step**

The best way to determine if Renuvion is right for you is to schedule an appointment for an in-depth consultation with the doctor. To better understand your desires, would it be ok if I asked you a few questions?

**Qualification Questions (Renuvion)**

The areas that you are most interested in treating are \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. When you look at these areas, would you make them smaller (less bulk and thickness) if you could? On a scale of one to 10, 10 being unbearable, how would you rate the appearance of loose skin in these areas?

The intent here is to have the patient point out the areas (pain points) that bother them most. Then gain an understanding if the area needs to be made smaller with liposuction or if there is just a skin laxity issue.

**Appointment setting Close/ Transfer**

**(if front desk makes appointments)**

It makes sense that we schedule your appointment to see the doctor for a consultation. It is the best way to determine if you are a good candidate for Renuvion and how we can best help you.

**Make appointment**

(If the patient coordinator further qualifies the patient (recommended))

It sounds like \_\_\_\_\_\_\_\_\_\_\_ \_; our patient coordinator can help you further with valuable information about Renuvion and answer many of your questions before your consultation appointment. Is it okay if I place you on a brief hold and transfer you? OR \_\_\_\_\_\_\_\_\_\_, our patient coordinator is in with the doctor seeing patients. May I have your best contact number and the best time to reach you? I will have \_\_\_\_\_\_\_\_\_\_\_\_contact you by \_\_\_\_\_\_\_\_\_\_\_\_to see how we can help you further. How does that sound?

Before setting the appointment, it is important to remind the patient that we are helping them. If the patient must be placed on hold, we should always ask for permission. Make sure that the patient is aware of the title of who will be returning the call. Gain agreement. How does that sound?