* *Good Morning/ Afternoon /Evening \_\_\_\_\_\_\_\_\_ Chiropractic, this is \_\_\_\_\_\_\_\_\_\_I CAN help you.*
* *When was your last appointment with Dr. \_\_\_\_\_\_\_\_? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.*
* *Is this appointment for you or your entire family? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.*
* *May I have your first and last name with proper spelling? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.*
* *We will set up a complimentary consultation for you to discuss your case with the doctor. If any fees are necessary they will be discussed with you during your consultation. (OR – the fee for the 1st visit is \_\_\_\_ and includes your consult, exam, x-rays, scan, 1st adjustment – whatever you include)*
* *Would you prefer a morning or afternoon appointment? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.*
* Appointment Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
* Circle one **AM** 8:30 9:30 10:15 **PM** 3:30 4:30 5:30
* *May I have your home and cell number in case we need to contact you before your appointment?*
* (H) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (C) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* *And what is your mailing address?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

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* *Whom can we thank for referring you to our office*? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
* *Oh, that’s great, Mr./Mrs. \_\_\_\_\_\_\_\_\_\_\_\_\_ is a terrific patient and refers a lot of people because s/he knows the many benefits of chiropractic care.*
* *Do you know where we are located?* Give directions if necessary.
* Confirm time and date of appointment and suggest that*: It is best to arrive 10-15 minutes prior so that you’ll have plenty of time to fill out a brief questionnaire* (if applicable).

OR

* *Do you have access to the internet? You can access our website at* website *and download (or complete online) our intake form to fill out before your visit*. (If the visit is far enough in the future, you can also offer to snail mail them the paperwork.)
* *Thanks for calling & having confidence in our office.*
* *Please be sure to thank \_\_\_\_\_\_ for telling you about our office and we’ll be sure to do the same.*

**If questions on fees come up:** *That would depend on Dr. Name’s recommendation on your particular case. Repeat: Let’s set up a complimentary consultation so you can discuss your case with the doctor. Normally our visits vary depending on services rendered and range from \_\_\_\_\_\_\_ to \_\_\_\_\_\_. We always discuss fees before providing services so you are never surprised.*

**If questions of insurance come up:** *Many of our patients have insurance coverage with that particular company. You may also, depending on your particular plan. Let’s first find out if yours is a chiropractic case. I would be happy to set up a complimentary consultation so that you may discuss your case with the doctor. In the meantime I can verify your insurance benefits.*

**If your office does not accept insurance, add** *“We will supply you with a super bill so that you may have direct reimbursement from your insurance company.*