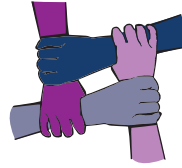


STAY
CONNECTED
For Your Health



POCKET GUIDE FOR Non-Clinical Staff



STAY
CONNECTED
For Your Health



WHEN THE CLIENT ARRIVES

- Create a welcoming atmosphere to support and encourage clients to return for their scheduled appointments.

Please give a greeting from the following list based on whether the client is new or returning:

GREETINGS FOR NEW CLIENTS

- Welcome to our clinic. If we can do anything to help you schedule your next appointment, please let me know.
- It is important to keep your appointments. Please let me know if you can't come in and we will help you schedule a new appointment.

GREETINGS FOR RETURNING CLIENTS

- It is good to see you again. How are you?
- Thanks for keeping your appointment. I'm glad to see you.

MESSAGES FOR ALL CLIENTS

- Before you leave, make sure you schedule your next appointment.
- Please let us know if you can't make your next appointment so we can help you reschedule.