**STAFF:** ABC Chiropractic, this is \_\_\_\_\_\_\_\_\_\_\_\_\_\_ (C.A. Name).

**PATIENT:** I’d like to make an appointment.

**STAFF:** I’d be happy to make you an appointment. May I have your name please?

**PATIENT:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**STAFF:** Ms./Mr. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, when was your last visit to the office?

**PATIENT:** I’ve never been before. How much is it to see the doctor?

**STAFF:** Ms./Mr. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, it depends on what the doctor finds necessary and what your insurance will cover.

**PATIENT:** I don’t have insurance.

**STAFF:** Not a problem. We have ChiroHealthUSA in our office for patients just like you. You can join today for $49 and the most you would pay is $\_\_\_\_\_. The average initial visit to see the doctor is $300-$500. You will save the membership fee on today’s visit. How does that sound?

**PATIENT:** Great.

**STAFF:** Ms./Mr. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, what will you be seeing the doctor for?

**Mini Case History based on symptoms:**

* Headaches: How long have you had them? Do they start in your neck or shoulders? I see, well the doctors see a lot of headache patients here and they get great results! Let’s get you in as soon as possible and see if we can help!
* Neck Pain: How long have you had the neck pain? Any idea how it started? Have you had any arm pain or numbness or tingling in the arm or hand? I see. Well, the doctors see a lot of neck pain patients here and they get great results! Let’s get you in as soon as possible and see if we can help!
* Low Back/ Leg Pain: How long have you had this? And idea how it started? Are you having any leg pain or numbness or tingling in the legs or feet? I see. Well the doctors see a lot of low back and leg pain patients here and they get great results! Let’s get you in as soon as possible and see if we can help!

**STAFF:** Do you prefer morning or afternoon?

**PATIENT:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**STAFF:** I have a \_\_\_\_:\_\_\_\_ or \_\_\_\_:\_\_\_\_ (Always offer 2 times)

**PATIENT:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**STAFF:** \_\_\_\_\_\_\_\_\_\_\_, what is the best # to reach you if there is a change in the schedule?

**PATIENT:** (\_\_\_\_\_\_\_\_) -\_\_\_\_\_\_\_\_\_-\_\_\_\_\_\_\_\_\_\_

**STAFF:** Ms./Mr. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, do you have access to a Fax machine or email? I can go ahead and send you our New Patient Forms. If you would fill them out and either email or fax them back to me, I can have everything ready when you get here.

**PATIENT:** Yes, send it to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.

*OR*

**PATIENT:** No fax or email

**STAFF:** No problem. If you will be sure and get here at least 15 minutes before your appointment, we’ll get your information put together for the doctor and get you right on back.

**STAFF:** Do you know where we are located? (give directions)

**STAFF:** Great! I have you scheduled at \_\_\_\_:\_\_\_\_ on \_\_\_\_\_\_\_\_.