**Day 1- 6 Steps Scripting Focal Points**

**Step 1: Greeting:**

**FOCUS: on how respectful I am** of you selecting our office for your health screening today

***“All people are referred here, either online or by word of mouth”***

* **Response we are looking for:**

Immediate connection to the new patient and specific acknowledgement of them

**Step 2: Understanding:**

**FOCUS:**  **I know you are here because** of subluxations - We are here to elevate your health

* **Response we are looking for:**

A bit surprised at first -not asking symptom questions and then trusting your leading the right next steps because you explained it first

**Step 3: Clarity- Subluxation -IF**

**FOCUS: focus on IF ,MAY and THEN**

* if we think you may have subluxation THEN we will know you are in right place
* it would be wise to proceed with a complete exam
* **Responses we are looking for:**

Clear this will be a gradual step by step process unfolding the next steps

**Step 4:** **Screening/Physical Checks**

**FOCUS:** **anchoring them owning their own posture**

* That's the difference between what your spine has learned as normal and what your ideal posture should be
* Based upon these postural distortions your spine is definitely under stress
* **Responses we are looking for:**

Respect for your astute awareness of their unique posture and palpation and leaving them wanting to know more-

**Step 5: Agreements**

**Green light #1**

**FOCUS:**  There is a very high likelihood subluxation may be present

***Addressing is your concern and enough priority right now to proceed with doing the complete examination?***

* **Responses we are looking for:**

Absolute agreement in the necessity of the exam voiced with no hesitation

**Green light #2**

**FOCUS:** **The preventive health screening we just did was done at our expense.**

**IF** **we proceed from here there is an expense**

* **Responses we are looking for:**

Reassurance that you will always be told the finances directly by the doctor before our next steps

**Green light #3**

**Focus:**  **IF** **it ends up I can help you and IF you choose to be helped, we set aside this uninterrupted block of time- I only read my films on Monday and Wednesday at 10 am**

* **Responses we are looking for:**

Regulation of the clear boundaries set to provide the best report experience

**Green light #4**

**Focus: if it ends up I can help you and if you choose to be helped there is no way the things I recommend to you to do will not affect you, your home life and those you live with**

* **Responses we are looking for:**

Understanding and appreciation that family support is essential for the patient

**Step 6:**

**Focus: let’s proceed and do a thorough exam in order to find out what the cause of your problem is…..Our tech CA is our most trained, experienced and honored person in this department and the most sensitive and caring listeners on the planet**

* **Responses we are looking for:**

Reassurance that the patient is in qualified, and trusted hands