

New Patient Flow Chart



Prospective patient calls



Caller Books consultation



Pre-Consult Call made 1 week before consult



3 Days before Consult - Email/Text Reminder



1 Day before Consult - Email/Text Reminder Consult Visit



Post Consult Follow-Up
Thank You Note mailed same day



Post Consult Follow-Up
Thank You Email same day

DAY



DAY



DAY



DAY



Follow-Up Call #1 – Urgency

Follow-Up Email #1 – Urgency

Follow-Up Call #2 – Urgency

Follow-Up Email #2 – Urgency

Follow-Up Call #3 – Last Chance
(if offered 7 day discount)

Follow-Up Email #3 – Last Chance

Drop into general email list to


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