

This unique time is making people with a hearing loss more aware of the challenges they have communicating and hearing what they need to. **Use this script as a guide** as you reach out to recent tested, not sold patients about the benefit of amplification and the ease of curbside service.

**SCRIPT:** Hello Mr./Mrs. \_\_\_\_\_, this is \_\_\_\_\_ with \_\_\_\_\_.

I've been thinking about my patients and wanted to call to thank you for coming into our office recently and see how you're doing. Many patients don't know who to reach out to during this time for their healthcare needs and I wanted to make sure you knew we are continuing to take care of our patients, and doing so in the most appropriate way to keep everyone safe. Are you still considering moving forward with a hearing aid solution?

1. Patient: *Not at this time.*

Provider: I can understand and appreciate your decision. Do you mind if I check in on you in a couple months? (If so, setup a time with the patient to call them back)

2. Patient: *Yes I am.*

Provider: Great, I know we provided you with a lot of information during your visit. What additional questions or concerns can I help you with? (Pause.)

If we could make this easy, convenient and safe for you would you this technology be something you'd be interested in?

Many of our patients have taken advantage of our curbside appointments. It's easy and offers minimal contact. You just complete a consent form at home, and we schedule your curbside appointment.

At your curbside appointment we perform the initial fitting and you're free to go. Any follow-up adjustments can be handled remotely.

Although there is absolutely no obligation to buy, I'd like to show my appreciation for your business by offering you a trial period and special discount to try these new hearing aids for yourself. I really do think you'll find that they bring noticeable improvement to your hearing.

Can we schedule your appointment for \_\_\_\_\_?

## **ACTION STEPS:**

- › **Schedule curbside appointment**
- › **Have the patient download and sign the waiver (email it to them if necessary)**
- › **When patient arrives, collect waiver**
- › **Perform fitting curbside**
- › **Adjust hearing instruments remotely as needed.**