

# The Walk-in Patient Protocol

## Vibration Machine

The patient walks in to the spa to use the Vibration Machine.

### Receptionist/Front Desk

- Greet patient with excitement that she is here!
- Offer patient a bottle of water
- Ask her about her water intake and remind her to drink lots of water
- Walk the patient to the vibration machine
- Pull chart (or pull up electronic record) and place patient on the schedule as a walk in
- Notify the Manager that patient is here

### Manager

- Assign a team member to take care of the walk-in patient
- If no team member is available, Manager to take care of patient, assuming role of Treatment Specialist.

### Treatment Specialist

- Greet patient with genuine enthusiasm!
- Ask her how she is doing
- Review post-treatment instructions if patient has not been in since the treatment
- Reenforce post-treatment instructions if patient has been coming in for visits since treatment
- Use open ended questions to uncover problems or questions
- Chat/converse warmly with patient to uncover other needs, using open ended questions and therapeutic communication techniques

- Get to know the patient
- Make product recommendations based on your conversation (if applicable)
- Make service recommendations based on your conversation (if applicable)
- Bring any problematic issues, if any, to the Manager's attention
- Provide appropriate informational handouts
- Schedule appointments (if applicable)
- Encourage the patient to return soon, tomorrow if possible
- Get an agreement on when she is to return
- Cheer the patient on for her efforts
- Make notes of the visit in the patient record
- Report off to the Manager and give Manager the patient record when done

## **Record Keeping**

### **Manager**

- Track patient walk-in visits and include in monthly reporting

