

Optimizing Your Consultation Process/Patient Flow

- Purpose:** To provide a visual reference for discussion with your BDM and to assist you in visualizing the optimum consultation process for your practice.
- Reference:** Refer to your completed Consultation Process Assessment and *Sales Cycle Module 2: Building consultation skills* for a discussion of consultation process.

Practice name: _____ Date: _____

Current

Draw a diagram of your LVC consultation process from start to finish for a typical consultation. List each step separately, including the time between steps and the typical amount of time involved. Also indicate who is responsible for each step of the consultation process.

Optimized

Envision the best consultation process flow for optimizing the experience of someone visiting your practice for an LVC consultation. Using separate boxes for each step, draw the consultation process from start to finish. For time between steps, indicate your target hold or response time. Also indicate who is responsible for each step to optimize the consultation process.

WHAT NOW?

Share your completed worksheet with your BDM as you work together to develop an Action Plan. Keep your completed worksheet for future reference — it will serve as an instructive benchmark of your practice at this point in time.