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# Have Them at Hello!™

*The Lioness Approach to  
Instinctively Great Phone Skills*

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Katherine Eitel & Associates • PO Box 423 • Aguanga, CA 92536  
Ph: 800-595-7060 • Fx: 951-346-3524  
info@KatherineEitel.com • www.KatherineEitel.com

1. Basics

2. Confirmation Calls

a. Confirmation Call Dialogue

1. Use provider name
2. Looking forward to seeing you
3. Reserved time especially for you
4. I wanted to remind you ...

3. Cancellation Control

a. Three Strikes System

Strike One: \_\_\_\_\_  
Strike Two: \_\_\_\_\_  
Strike Three: \_\_\_\_\_

b. Cancellation Resolution



- c. Four steps to a great call
  - 1. Build rapport
  
  - 2. Determine needs through questioning
  
  - 3. Sell solution with enthusiasm
  
  - 4. Get the details
  
- d. Three main types of New Patient Calls
  - 1. Cleaning / Check Up
  
  - 2. Emergency
  
  - 3. Price Shopper
  
- e. Handling Patient Concerns