



STRETCH THE GAP

To engage, recommend and have your patients stick to your recommendations, you only need to know 3 things: Where they are at now, where they want to go, and what's stopping them from getting there.

GET CLEAR ABOUT THEIR REALITY:

Open the conversation:

I can see from your history form that... (what has brought them in and what their motivations are)

Invite them to elaborate

Can you tell me more about this, what do you think I need to know in your words?

Okay thank you, that's really helpful to know.

Now I've got some specific questions I'd like to ask you so that I can best help... (proceed to your subjective examination)

Segue to goals:

Thank you so much, I'm crystal clear on what's going on and how this is impacting you/why it's important to you. Now, let's talk about some treatment goals together.

GOALS:

Paint the future:

So that I can best help, what is it that you'd like to achieve...

Example questions:

- Get back to doing?
- Do differently?
- Start doing?

And what about time lines...

- Have you got some timelines in mind for me to consider so that I can let you know what's possible in that regard?

Segue to objective exam:

Okay, I have everything I need. Now let's start the objective examination so that I can see what's going on that's causing your (insert symptoms/problems/challenges).



ROAD BLOCKS/ TREATMENT:

Action:

Commence objective examination and feedback your findings as you go. Do this with a neutral tone only.

Following the objective exam, provide a summary of what you have found in this way:

Okay, after having performed your exam this is what I've found:

I have found X (objective finding) ... which relates to Y (symptoms/problems/challenges).

X which relates to Y

X which relates to Y

Etc.

If you provide treatment on the day, then segue to treatment using the following script:

*Now, I'm going to get started with (insert what treatment you will be doing)
to address (insert cause).*

*Afterwards, I'll cover everything you need to know about treatment scheduling, time lines and likely
treatment outcomes. Okay?*

If you do not, then segue to the close.