



ENGAGING PATIENTS IN TREATMENT PLANS

Script for Medical Staff

Introduction

"Thank you for coming in today. I want to take some time to go over your treatment plan and answer any questions you have. My goal is to make sure you feel confident and informed about the steps we'll take together."

Key Elements of Engagement

1. What is it going to do for me?

"This treatment plan is designed to [insert specific goal or outcome]. For example, it will help [reduce your pain, improve your energy levels, support your recovery, etc.]. The main purpose is to [insert benefit] so that you can [insert specific patient goal, like enjoy daily activities or feel more like yourself]."

2. How am I going to feel?

"As we move forward, you should start noticing [top five things]:

- 1) more energy (mental, emotional or physical or all three,
- 2) less pain or stiffness (could be pain anywhere),
- 3) better sleep,
- 4) more clarity with thinking,
- 5) better mood

Many patients (about 1/3) report feeling these changes within 24-48 hours. Keep in mind, one treatment is likely short lived; we cannot truly make long-term change with one IV. Some patients (about 1/3) may report fatigue, fever, achiness, malaise. This is GOOD! This tells us your body is responding to the medicine and working hard to mend. Some patients (about 1/3) do not report any change for the first few treatments. The good news is, we won't let you get more than halfway without feeling something, if that happens, we'll make some adjustments. Of course, everyone responds differently, so we'll monitor your progress closely. That is what our "Evaluation Sheet" is for each week.

3. How much time will it take?

"This treatment plan will require [specific duration of time, e.g., several weeks/months]. Each session will take approximately [insert time per session, e.g., 30 minutes, 1 hour]. I'll work with you to make sure it fits into your schedule as smoothly as possible."

4. How often do I come in?

"For the best results, I recommend coming in once to twice a week. Consistency is really important for achieving the outcomes we're aiming for, so we'll set up appointments in advance to keep everything on track."

5. What is it going to cost?

"Let's go over the cost of the treatment plan. The total investment will be [insert cost]. This includes [list any specifics, such as sessions, follow-ups, or additional services]. We also offer [payment options, packages, or financing if available] to make this as manageable as possible. Let me know if you have any questions about this."

Closing the Conversation

"Thank you for coming in today. I want to take some time to go over your treatment plan and answer any questions you have. My goal is to make sure you feel confident and informed about the steps we'll take together."

Tips For Your Staff

- Use simple, patient-friendly language.
- Focus on the benefits and outcomes most important to the patient.
- Pause frequently to check for understanding and invite questions.
- Provide patients written materials summarizing the treatment plan and costs to reinforce your discussion.

