Position Title:	**Patient Consultant**
Name:	
Manager:	
Schedule:	
Date:	

Objective:	The patient consultant will contact leads, perform and schedule consultations, and convert inquiries to patients. The patient consultant is responsible for following up on leads and our services performed by our providers and establishing a process to ensure an exceptional patient experience from start to finish.

Responsibilities:

Facility

Assist in spa cleanliness & room cleanliness

Ensure all patient consultation areas are spotless and conducive to sales

Order office supplies with Spa Manager

General spa supplies- order with Spa Manager

All inventory ordering and management- brochures, patient educational materials, and patient financing literature

Employee Performance

Arrive at least 10 minutes prior to scheduled shift

Dress professionally and appropriately for industry standards

Attend morning Impact Meetings

Weekly one on ones with Manager

Be aware of and coordinate staff's PTO

Review weekly call logs- evaluate lead conversion ratio

Participate in necessary continuing education for spa staff.

Respect complimentary employee services, rules, prices, etc

Coach and be coachable- we never stop learning!

Product/Service Knowledge

Participate in continuing education

Attend all mandatory trainings and meetings

Know all current offers and specials

Know and participate in spa incentive contests

Become proficient on all spa services with first two weeks of hire

Med Spa Schedule

Review schedule week prior and make changes as needed

Daily review of all scheduled appointments

Managing Doctor's schedule
Coordinating events
Managing body contouring scheduling

Clerical/Patient Charts
Prep charts with appropriate paperwork for patients
Pull charts two days prior
File charts daily

Customer Service
Handling any client complaints- seeking to understand and involve management
Enhancing patient experience- always strive for 5-star service!
Backing up front desk as needed- be ready to help when needed
Upselling/cross selling products/services- be aware of cross promotions that will benefit your patient
Assisting providers in closing sales
Knowledge of services/products- be a product of the product!
Phone consultations- continually practice phone consultations and lead conversion calls using scripts

Daily Cash Drawer
Banking: take in deposits
Managing financing payments
Managing patient financing terms

Benchmarks
Daily Impact Meetings: Be aware of and participate in revenue weekly goals
Completing weekly reports for weekly meetings
Tracking logs for consultations, closing, follow ups and up selling
Track campaign success and event totals

Employee Signature:	
Date:	
Managers Signature:	
Date:	