



apple healthcare

Our Proven Process



5-Star Phone Call

- All Staff
- 5-Star Certified
- Priority Scheduling
- Welcome Letter



Red Carpet Experience

- Stand & Greet By Name
- Tour & Gift
- Comfort Menu



Comprehensive Health Evaluation

- 4 - Minute Rule
- Patient Interview
- Wow Exam
- Additional Testing
- Mini ROF
- Early Palliative Treatment
- Early Treatment Recommendation



Treatment Presentation

- Explain Findings
- Generate Treatment Plan
- Patient Education & Value Creation
- "Yes" Question
- Prep for Hand-Off
- Apply VPM



Financial Solutions

- Proper Hand-Off
- Insurance Education
- Treatment Plan / Estimates
- Payment Options
- Signed Treatment Plan
- Collect Payment



Comprehensive Care

- Review Appointment Expectation
- Ongoing Patient Education & Re-Emphasize Value
- Over Deliver on Comfort & Care
- Follow Treatment Plan
- Always Schedule for Next Step
- Continue VPM



Faithful Followup

- Thank You Card
- Follow Up Calls
- Notecard Reminders
- Appointment Reminder Texts
- Incoming Call Handling