

# MED DROP MEDICAL COURIER - CALLING SCRIPTS

## Greenville, Texas Medical Courier Service

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### MASTER OPENING (Use for ALL Calls)

#### Getting Past the Gatekeeper:

"Good morning, this is Chris McDaniel with Superior One Logistics. I'm calling to speak with whoever handles your medical courier and lab specimen transport. Who would that be?"

#### If they ask "What is this regarding?":

"We provide same-day medical courier service here in Greenville - specimen transport, pharmacy deliveries, that type of thing. We're local and wanted to introduce ourselves. Who handles that for you?"

#### Common responses:

- "That's me" → Go to appropriate script below
  - "That's [Name]" → "Great, is [Name] available?"
  - "We already have someone" → "I understand. I'm just doing a quick introduction since we're local. Takes 60 seconds. Is now a bad time?"
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### SCRIPT 1: CLINICAL LABORATORIES

#### (Quest, LabCorp, Hospital Labs, Independent Labs)

#### Once connected to decision maker:

"Hi [Name], this is Chris McDaniel with Superior One Logistics here in Greenville. We're launching a local medical courier service, and I wanted to reach out since we're focusing specifically on lab specimen transport."

I know [Company Name] likely already has a courier system in place. I'm just calling to introduce ourselves as a local backup option - whether that's for overflow, stat runs, or coverage when your regular driver calls in sick.

Real quick - how are you currently handling your specimen pickups? Do you use an in-house driver or contract it out?"

**Listen to their answer, then:**

**If they use contracted courier:** "Got it. And how's that working for you? Any issues with timing or communication?"

**If they use in-house:** "Makes sense. Do you ever have situations where your driver's out sick or you need extra capacity during busy times?"

**Value Proposition:**

"What makes us different is we're actually based here in Greenville, so our response time is under 15 minutes for local pickups. We're also available 24/7 for stat runs.

Most of our clients use us as their backup at first - just for those emergency situations - and then we naturally take on more as they see how reliable we are.

Would it make sense for me to send you our rate sheet and contact info just to have on file? That way if something comes up, you've got a local option ready."

**Closing:**

"Perfect. What's the best email? [Get email]

And just so I have this right - if you need a stat pickup or your regular service has an issue, you're the person to call back, correct?

Great. I'll send this over today. And [Name], I know you're busy, but would it be okay if I followed up in about two weeks just to see if you've had a chance to review it?"

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## **SCRIPT 2: DIALYSIS CENTERS**

**(DaVita, Fresenius, Independent Centers)**

**Once connected:**

"Hi [Name], Chris McDaniel with Superior One Logistics. We provide medical courier services here in Greenville, and dialysis centers are actually one of our primary focuses.

I know you probably have a system for getting specimens to the lab and supplies delivered. I'm calling because we specialize in the kind of tight-window deliveries that dialysis centers need - especially for stat labs that need to get to the reference lab same-day.

Quick question - how are you currently handling your specimen transport to [Quest/LabCorp/hospital lab]?"

**Listen, then:**

**If contracted courier:** "Okay. And are you happy with their pickup windows? I ask because we've talked to a few centers where the biggest issue is inflexibility - like needing a 3 PM pickup but the courier only comes at 11 AM."

**If in-house:** "I hear you. Do you ever run into issues where specimens need to get out but your staff is tied up with patient care?"

**Value Proposition:**

"What we offer is customized pickup schedules. If you need twice-daily pickups at specific times, we can do that. If you just need on-call service for stats, we can do that too.

We're also local - literally 10 minutes from here - so if something urgent comes up, we can be there in under 15 minutes.

Most dialysis centers we work with use us for their afternoon pickups or stat runs. That way your morning labs go out with your regular process, but you've got flexibility for anything that comes in later."

**Trial Close:**

"Would it make sense to do a trial run? Next time you have a stat specimen that needs to get to the lab quickly, give us a call and let us prove ourselves. No commitment, just see how we do."

**Alternative Close if hesitant:**

"I totally understand you're happy with your current setup. Can I just send you our contact info and rate sheet to keep on file? That way if your regular service ever has an issue or you need backup, you've got someone local you can call.

What's the best email for you?"

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## **SCRIPT 3: HOME HEALTH & HOSPICE AGENCIES**

**Once connected:**

"Hi [Name], this is Chris McDaniel with Superior One Logistics. We provide medical courier service in the Greenville area, specializing in home health - patient specimen pickups from their homes, medication deliveries, things like that.

I'm calling because we're local and wanted to see if you ever need courier support for your patients. Quick question - when you have a patient that needs labs drawn at home, how do you get those specimens to the lab?"

**Listen to response:**

**Common answers:**

- Nurse delivers them
- Contract courier
- Patient/family takes them in

**Follow-up based on their answer:**

**If nurses deliver:** "That makes sense, but that's got to be time-consuming for your nurses, right? What happens if the patient is in Commerce and the lab is in Greenville - that's billable time your nurse is spending on the road instead of with patients."

**If contracted courier:** "Okay. And do they do same-day pickup from patient homes, or is there a delay?"

**Value Proposition:**

"Here's how we work with home health agencies: When your nurse draws labs at a patient's home, they call us. We pick up the specimens directly from the patient's house within 2 hours and deliver to whatever lab you use - Quest, LabCorp, hospital lab, wherever.

Your nurse doesn't have to drive to the lab, doesn't have to wait. They can move on to their next patient.

We charge by the pickup, not hourly, so you know exactly what each run costs. Average pickup in the Greenville area runs \$35-50 depending on location.

We also handle medication deliveries - if a patient needs a prescription delivered from the pharmacy to their home, we can do that same-day."

**Trial Close:**

"Would you be open to trying us out? Next time you have a patient that needs labs and your nurse is already running tight on time, give us a call and let us handle the transport. See how it works for you."

**Get Contact Info:**

"Perfect. What's your direct number and email? And when these situations come up, are you the one who would coordinate it, or is there an operations manager I should also connect with?"

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## SCRIPT 4: MULTI-LOCATION MEDICAL PRACTICES

**(Collom & Carney, practices with 2+ offices)**

**Once connected:**

"Hi [Name], this is Chris McDaniel with Superior One Logistics. I noticed [Practice Name] has [number] locations around the area, and I wanted to reach out because we specialize in inter-office transport for medical practices.

Quick question - when you need to move things between your locations - whether that's specimens, medical records, supplies, prescriptions - how are you currently handling that?"

**Common answers:**

- Staff drives between offices
- Patients take records with them
- Mail/FedEx
- Already have courier

**Follow-up:**

**If staff drives:** "Right, that makes sense. But that's pulling your front desk staff or medical assistants away from the office, isn't it? What happens when both locations are busy?"

**If patients transport:** "Okay. Do you ever run into issues with lost records or specimens, or patients forgetting to bring things?"

**If existing courier:** "Got it. How's that working? Do they do scheduled runs or on-demand?"

**Value Proposition:**

"What we offer is scheduled daily runs between your locations, plus on-demand service when something urgent comes up.

For example, a common setup is: one run in the morning and one in the afternoon. We pick up at [Location A] at 10 AM, drop at [Location B], then reverse in the afternoon. That way if a patient is being seen at one office but their records are at another, they're always there when needed.

The cost is typically \$100-150 per day for scheduled runs, or \$40-60 per run if you just need on-demand service.

The value is your staff stays at the front desk instead of driving, and you've got guaranteed timing - things arrive when they're supposed to."

### **Discovery Questions:**

"Let me ask you a few quick questions to see if this would even make sense for you:

1. How often do you currently need to move things between locations - daily, weekly?
2. What types of things typically need to move - mostly specimens, or records too?
3. What's the biggest frustration with how you're doing it now?"

### **Trial Close:**

"Based on what you're telling me, it sounds like [scheduled daily runs / on-demand service] would work well for you.

Would you be open to a two-week trial? We'll run your route for two weeks, you pay for exactly what you use, and we can adjust the schedule based on what works best. If it's not saving you time and headache, you can stop anytime."

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## **SCRIPT 5: PHARMACIES (Specialty Focus)**

### **(Infusion Centers, Oncology, Specialty Pharmacy)**

#### **Once connected:**

"Hi [Name], Chris McDaniel with Superior One Logistics. We provide medical courier services, and we specifically work with specialty pharmacies on same-day patient deliveries.

I'm calling because I know [Pharmacy Name] does [specialty type - infusion/oncology/fertility/etc.] medications, and those typically require same-day delivery to patients, right?"

#### **Listen, then:**

"How are you currently handling deliveries to patients? Do you have dedicated drivers, or do pharmacists deliver?"

#### **Common scenarios:**

- Pharmacist delivers (wasted time)

- Use UPS/FedEx (not same-day, no temp control)
- Have delivery driver (might need backup)

**Value Proposition:**

"Here's what we do differently: Temperature-controlled transport for medications that need to stay cold. GPS tracking so patients know exactly when we'll arrive. And same-day delivery guarantee - if you need it delivered by 5 PM, it's there by 5 PM.

Our typical setup with specialty pharmacies is on-demand delivery. You call us when you have an order ready, we pick it up within an hour, and deliver directly to the patient with signature confirmation.

We charge by delivery - usually \$40-75 depending on distance. The value is your pharmacists stay in the pharmacy instead of spending 2 hours on the road, and patients get their medication when they need it.

We're also local, so if you have a stat situation - patient's in crisis and needs medication delivered immediately - we can respond in under 15 minutes."

**Trial Close:**

"Would you be open to using us for your next delivery? See how we do, how patients respond, and whether it's worth it for you?"

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## **SCRIPT 6: URGENT CARE CENTERS**

**Once connected:**

"Hi [Name], Chris McDaniel with Superior One Logistics. We provide medical courier services for urgent cares - primarily lab specimen transport and prescription delivery.

I know urgent cares have unique timing challenges - patients want results same-day, but specimens need to get to the reference lab fast. How are you currently handling specimen transport to [Quest/LabCorp/hospital lab]?"

**Listen, then:**

**If staff delivers:** "Right, but that pulls someone off the floor during your busy times, doesn't it?"

**If scheduled courier:** "Okay. What time do they pick up? I ask because we've worked with urgent cares where the courier picks up at 2 PM, but patients keep coming in until 8 PM. Those late specimens have to wait until the next day."

**Value Proposition:**

"What we offer is flexible pickup times. If you need specimens picked up at 5 PM or 7 PM so they can be processed overnight, we can do that. We also do stat runs - if you've got a critical patient and need results back ASAP, we can get the specimen to the lab within 30 minutes.

We also handle prescription deliveries. If a patient can't drive or you want to provide white-glove service, we deliver prescriptions to their home same-day.

Most urgent cares use us for their evening pickup - your morning and afternoon specimens go with your regular courier, but we handle the 5-7 PM specimens so they still get processed overnight."

**Closing:**

"Would it make sense to start with just evening pickups? Try it for a week, see if it improves your patient experience and takes pressure off your staff. If it doesn't work, you can stop anytime."

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## HANDLING COMMON OBJECTIONS

**"We already have a courier service."**

**Response:** "That's great - and I'm not trying to replace them. Most of our clients keep their existing service and use us as backup. The value is when your regular courier can't accommodate a stat run or their driver calls in sick, you've got someone local who knows your account and can step in immediately.

Would it make sense to just have our contact info on file for those situations?"

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**"We handle it in-house."**

**Response:** "I totally respect that - you've got more control that way. Can I ask, though - what happens when your driver's out sick or on vacation? Do you have backup coverage?"

**OR:**

"That makes sense for routine stuff. But what about stats? If you've got a critical specimen that needs to be at the lab in the next hour, does your driver drop everything, or does it wait for the next scheduled run?"

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## **"How much does it cost?"**

**Response:** "Good question. It depends on what you need - scheduled routes are priced differently than on-demand runs.

For context, most of our clients pay \$40-75 per pickup for local deliveries, or \$100-200/day for scheduled routes with multiple stops.

To give you an exact price, I'd need to understand your specific needs. Are you looking for daily scheduled pickups, or more of an on-call service for when things come up?"

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## **"Send me information and I'll review it."**

**Response:** "Absolutely, I'll send that over today. Just so I'm sending you the right info - what specifically would be most helpful? Rate sheet, references from other [labs/dialysis centers/practices], or our service agreement?

And when you review it, what's the main thing you'll be looking for - pricing, service hours, or something else?"

[Get email, send info]

"Perfect. I'll get this to you today. Would it be okay if I followed up with you next week, maybe Wednesday or Thursday, just to answer any questions that come up?"

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## **"I don't have time right now."**

**Response:** "I totally understand. When would be a better time for me to call back - later this afternoon, or is there a day next week that's usually less crazy for you?"

**OR:**

"No problem. Let me ask you this - would it be easier if I just sent you our info by email and you can reach out if you're ever interested?"

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## **"We're not interested."**

**Response:** "I appreciate you being direct. Can I ask - is it that you don't need courier services at all, or just that what you have now is working fine?"

**If they say "what we have works":** "That's fair. Would you be open to me just sending you our contact info to keep on file? That way if your situation ever changes or you need backup, you've got a local option."

**If they genuinely don't need it:** "No problem. Out of curiosity, who would be a good referral for us? What other [labs/practices/pharmacies] in the area might benefit from a local courier service?"

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## **FOLLOW-UP SCRIPT (2 Weeks After Initial Call)**

"Hi [Name], Chris McDaniel from Superior One Logistics. I called you a couple weeks ago about our medical courier service. I sent over our rate sheet and contact info.

I'm just following up to see if you had any questions, or if there's anything else I can provide that would be helpful?"

**If they haven't reviewed it:** "No problem. Are you still the right person for this, or is there someone else I should connect with?"

**If they say they'll review it:** "Great. When do you think you'll have had a chance to look it over - end of this week, or should I check back next week?"

**If they're interested:** "Excellent. What makes sense as a next step - do you want to try us out on a single run first, or would you rather discuss setting up scheduled service?"

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## **VOICEMAIL SCRIPT**

"Hi [Name], this is Chris McDaniel with Superior One Logistics here in Greenville - my number is [YOUR NUMBER].

We provide medical courier services - lab specimen transport, pharmacy deliveries, inter-office runs - and I wanted to reach out since we're local and focusing on [facility type].

If you'd like to learn more about having a local courier backup option, give me a call back at [YOUR NUMBER]. Again, that's Chris McDaniel, [YOUR NUMBER].

Thanks, and I'll try you again later this week."

**Keep it under 30 seconds.**

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# EMAIL FOLLOW-UP TEMPLATE

**Subject:** Local Medical Courier Service - Greenville

Hi [Name],

Following up on our call earlier - as mentioned, Superior One Logistics provides medical courier services in the Greenville area.

## What we do:

- Lab specimen transport (same-day delivery to Quest, LabCorp, hospital labs)
- Pharmacy deliveries (including temperature-controlled transport)
- Inter-office transport for multi-location practices
- Stat/emergency runs (15-minute response time locally)

**Why clients choose us:** ✓ We're based in Greenville (faster response than regional services)  
✓ Available 24/7 for emergency runs ✓ Flexible scheduling (scheduled routes or on-demand)  
✓ Transparent pricing (no hidden fees)

## Typical pricing:

- Local pickups: \$40-75/run
- Scheduled daily routes: \$100-200/day
- Custom pricing available for high-volume clients

I'd love to discuss how we can support [Facility Name]. Even if you're happy with your current setup, we'd be a great backup option to have on file.

Feel free to call or text me at [YOUR NUMBER].

Best regards,

Chris McDaniel Superior One Logistics Corp. [YOUR NUMBER] [YOUR EMAIL]

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## TIPS FOR SUCCESS

### 1. Know Your Numbers Before Calling:

- Greenville to Quest Lab: [X] minutes
- Greenville to nearest hospital: [X] minutes
- Your response time commitment: 15 minutes

### 2. Reference Local Knowledge:

- "I know getting from here to the Paris hospital lab can take 45 minutes with traffic"
- "I understand you're on Wesley Street - we're actually just 10 minutes from you"

**3. Ask for Referrals:** End every call (even rejections) with: "Who else in the Greenville medical community should I be talking to about this?"

**4. Track Everything:**

- Who you called
- What they said
- When to follow up
- Specific pain points mentioned

**5. Sound Like a Local Business Owner, Not a Salesperson:**

- Use "we" and "our" (team mentality)
- Say "introduce ourselves" not "sell you"
- Emphasize "local" and "Greenville" constantly
- Be conversational, not scripted

**6. Always Offer a Trial:** The lowest-risk close is always: "Try us once and see how we do."

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## DAILY CALLING ROUTINE

**9:00-11:00 AM:** Call clinical labs and dialysis centers (best time)

**11:00 AM-1:00 PM:** Process voicemails, send follow-up emails

**2:00-4:00 PM:** Call home health, urgent cares, pharmacies (best time)

**4:00-5:00 PM:** Follow-up calls to interested prospects

**Goal:** 20-30 calls per day, 100-150 per week

**Expected Results:**

- 20-30% will take your info
- 5-10% will agree to trial
- 2-3% will become immediate clients

**Timeline:** Land first client within 2-3 weeks of consistent calling.

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**Remember: You're not selling courier services. You're offering peace of mind and flexibility to medical professionals who are slammed and need reliable local support.**

**Your competitive advantage: You answer your phone, you're 10 minutes away, and you actually care about their success.**

Good luck, Chris. Go get 'em.