### Outbound Executive Pitch

📞 **Introduction & Permission**  
“Namaste! My name is [Your Name]. I hope I am not disturbing you. Is this a good time to talk?”  
  
  
**Possible Patient Replies:**

* ✅ Yes, tell me → continue. How are you mam/sir?
* ❌ No, I’m busy →  
  **Executive:** “I completely understand. I’ll call back at a time convenient for you. Is there a better time I can reach you?”>>>>>Reminder

💡 **Empathy & Connect**  
“We believe that health should never be neglected, and that’s why I’m reaching out to you.

📌 **Purpose of Call (Care-Oriented)**  
 May I know if you or your family members need any health support at the moment?

✨ **Value Pitch (Family & Trust Angle)**  
“At AM Reddy Autism Center, doctors are highly experienced and treat every patient like family.We have been able to bring smiles of thousands of faces.  
  
**Engagement (Active Listening)**   
“Could you please share a little about your concern, so I can guide you to further process.  
 **Details to be asked**  
  
Current issues  
Age  
Name  
Any ongoing medication  
  
Mam with expert of treatment of Dr. AM Reddy we have been able to solve similar cases.Dont worry mam **{kid\_name}** will be fine.(engages ,also shows empathy)

🗓️ **Appointment Offer (Polite & Smooth)**  
“Based on what you’ve shared, would you like me to schedule an appointment with our [Doctor]? I can book it right away  
Yes>>>>> Which slot would you prefer?  
Mention appointment fee.  
You will details of your appointment on whatsapp which will contains all information.  
Closure 1  
No>>>>>>Mam may I know any specific concern why you don’t want to proceed with the appointment booking process.  
  
Money>>>>>Mam we provide bajaj alliance support at no cost emi  
Distance>>>>We have multiple branches all over India.  
Already taking medication>>>mam with homeopathy we treat the root cause of the problem.We provide long lasting relief based upon your kid {name} condition.  
Not sure>>>>>Homeopathy benefits  
  
❤️ **Closure 1 (Reassurance & Gratitude)**  
Mam/Sir I have booked your appointment.And we will keep in touch.In case of any other querries you can call Dr. AM Reddy Autism center.  
After this call you will receive one feedback form,Please let us know about your experience.

❤️ **Closure 2 (Reassurance & Gratitude)**  
“If this is not the right time for you, no problem at all. Please keep our number saved—whenever you need us, we’ll be here to support you. Thank you so much for your time.”  
  
After this call you will receive one feedback form,Please let us know about your experience.

✅ **Key Training Notes for Executives:**

* Always start with **permission** (“Is this a good time?”).
* Be **empathetic and patient** (don’t rush the call).
* Never argue—always **agree and reassure**.
* Close politely with **gratitude and care**.

# **Inbound Caller Training Script**

### 1. ****Greeting & Warm Welcome****

**Executive:**  
“Namaste! Thank you for calling [Hospital/Clinic Name]. My name is [Your Name]. How are you feeling today?”

**Possible Patient Replies:**

* I am not well / I have pain / I have a health issue.  
  **Executive:**  
  “I’m really sorry to hear that. Don’t worry, you’re in safe hands. I’ll make sure you get the right guidance.”
* I want to ask about treatment.  
  **Executive:**  
  “Of course, I’ll help you with that. Could you please tell me a little more about your health concern

### 2. ****Active Listening & Empathy****

**Executive :**  
I understand, thank you for sharing that with me. Health concerns can feel stressful, but please be assured at Dr AM Reddy Autism center we have brought smiles of face of parents and kids.

👉 **Training Tip:**

* Let patient speak fully.
* Don’t interrupt.
* Show care with phrases like “I understand,” “Don’t worry,” “We’ll help you.”

### 3. ****Understanding the Need****

**Executive:**  
“To guide you better, may I know if this call is for you or for a family member?”

**Possible Scenarios:**

* For self → proceed.
* For family →  
  **Executive:**  
  “That’s very caring of you. Please share their age and symptoms so I can connect you to the right doctor.”

### 4. ****Value Pitch (Trust & Care)****

**Executive :**  
“At our doctors are highly experienced and treat every patient like family. We work on the root cause of the problem not just symptoms.

### 5. ****Appointment Booking (Smooth Transition)****

**Executive:**  
“Based on what you’ve shared, I personally know many such kids who were able to defeat this problem and move ahead in life .I recommend a consultation with our [/Doctor]. I can book an appointment for you right now. Would you prefer a morning slot or an evening slot?”

**Possible Patient Objections & Responses:**

* ❌ I will call later.  
  **Executive :**  
  “Of course, no problem. To make it easy, I can reserve a slot for you now—you can confirm later. That way you won’t miss out if it gets full.”
* ❌ I just wanted information.  
  **Executive:**  
  “I understand. Let me share the consultation details with you, and whenever you’re ready, you can call us back. Please save our number—we’re always here for you.”  
    
  Yes go ahead with appointment  
    
  Which slot would you prefer?  
  Mention appointment fee.  
  You will details of your appointment on whatsapp which will contains all information.

### 6. ****Closure 1 (Reassurance & Gratitude)****

**Executive :**  
 Please don’t worry, we’ll take full care of you and your family. If you need any help, just call us anytime. We are here for you. Take care!”  
  
After this call you will receive one feedback form. Please let us know about your experience.  
  
  
  
❤️ **Closure 2 (Reassurance & Gratitude)**  
“If this is not the right time for you, no problem at all. Please keep our number saved—whenever you need us, we’ll be here to support you. Thank you so much for your time.”  
  
After this call you will receive one feedback form, Please let us know about your experience.

✅ **Key Training Notes for Inbound Executives:**

* Show **patience**: never rush the caller.
* Use **soft, respectful words** (“please,” “thank you”).
* Give a **family-care feeling** (“you’re in safe hands,” “we are with you”).