

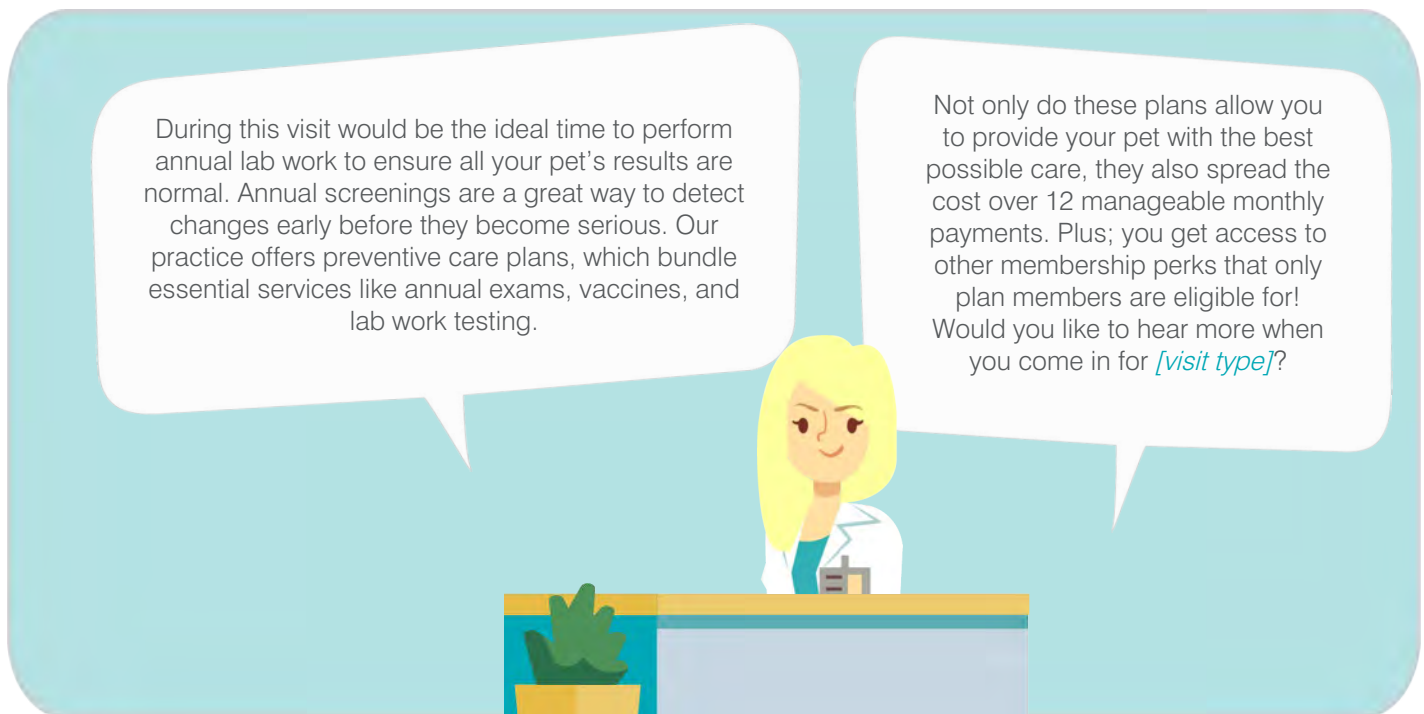
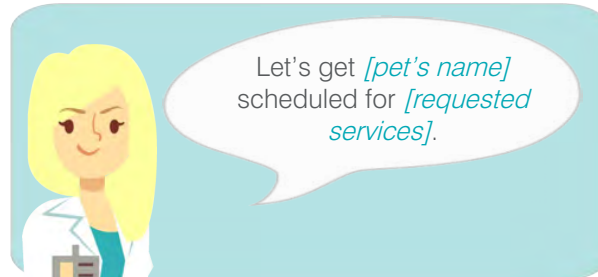
# Scripts

## Scripts for enrolling adult dogs and cats

Use this script for conversations with pet owners about your practice's preventive care plans.

**Who?** Reception staff

**When?** A pet owner calls in to schedule their pet's wellness appointment and/or vaccines



*If they say...*



Great! I will let the team know. We look forward to seeing you and *[pet's name]* on *[date and time of appointment]*.



Okay, we look forward to seeing you and *[pet's name]* on *[date and time of appointment]*. And please let us know if you would like to revisit our preventive care plans in the future. You can enroll anytime.

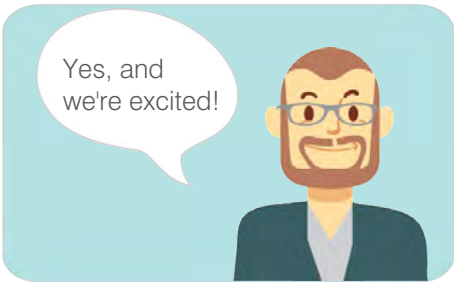


Make a note in the appointment such as "*Petly Plans interested*" or "*Not interested in Petly Plans*" so the rest of your team knows that the conversation has taken place.

Scripts for enrolling adult dogs and cats

**Who?** Reception staff

**When?** A pet owner checks in for their pet’s wellness appointment.



Each year, *[pet's name]* is going to need services like exams, vaccines, and diagnostics to keep them healthy. As a way to provide the best possible care for *[pet's name]*, and help you manage the cost of these services, we offer something called preventive care plans. These plans allow us to bundle the essential services together and then spread the cost over 12 manageable monthly payments.

Take a look through this brochure and ask *[tech or doctor name]* any questions you might have during your appointment.

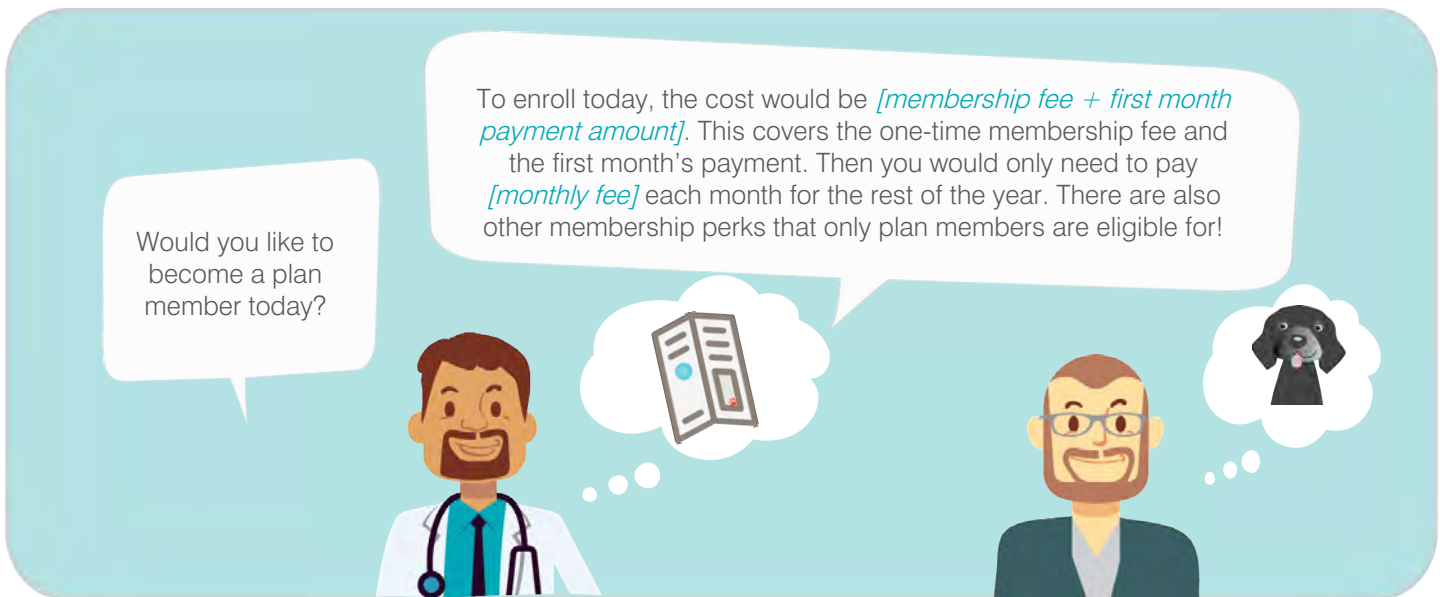
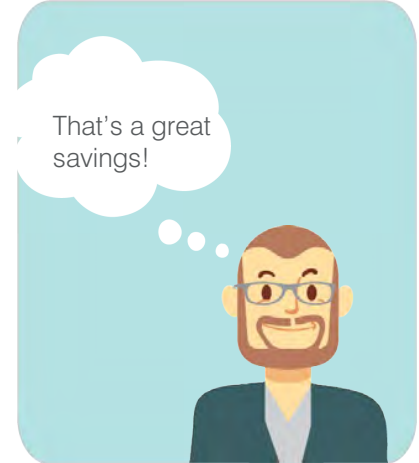
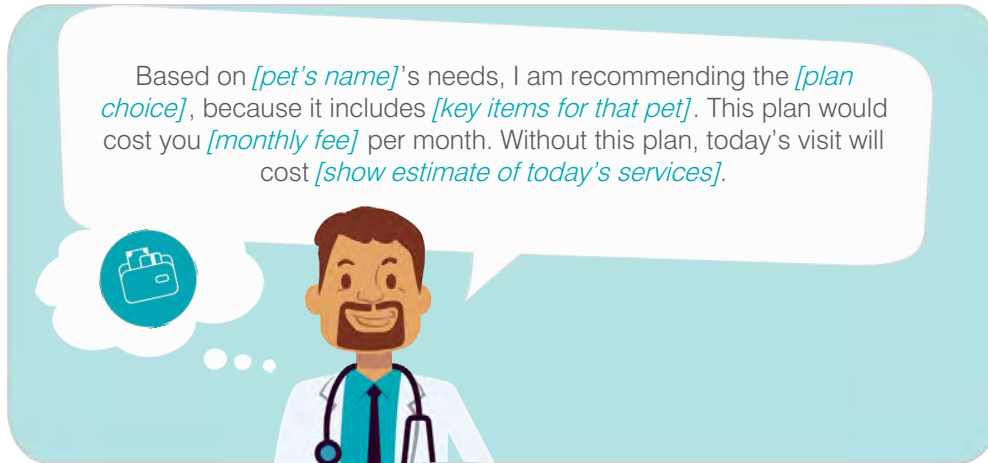
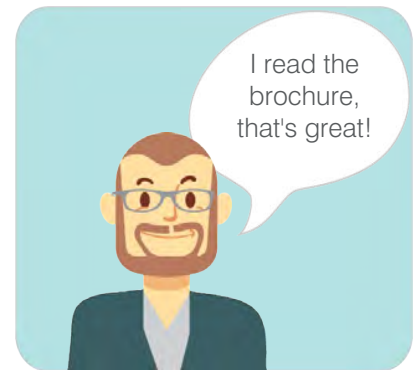


Your notes...

## Scripts for enrolling adult dogs and cats

**Who?** Medical team

**When?** During the appointment/  
in the exam room



*If they say...*



Great! Let's enroll [pet's name] in a plan today.

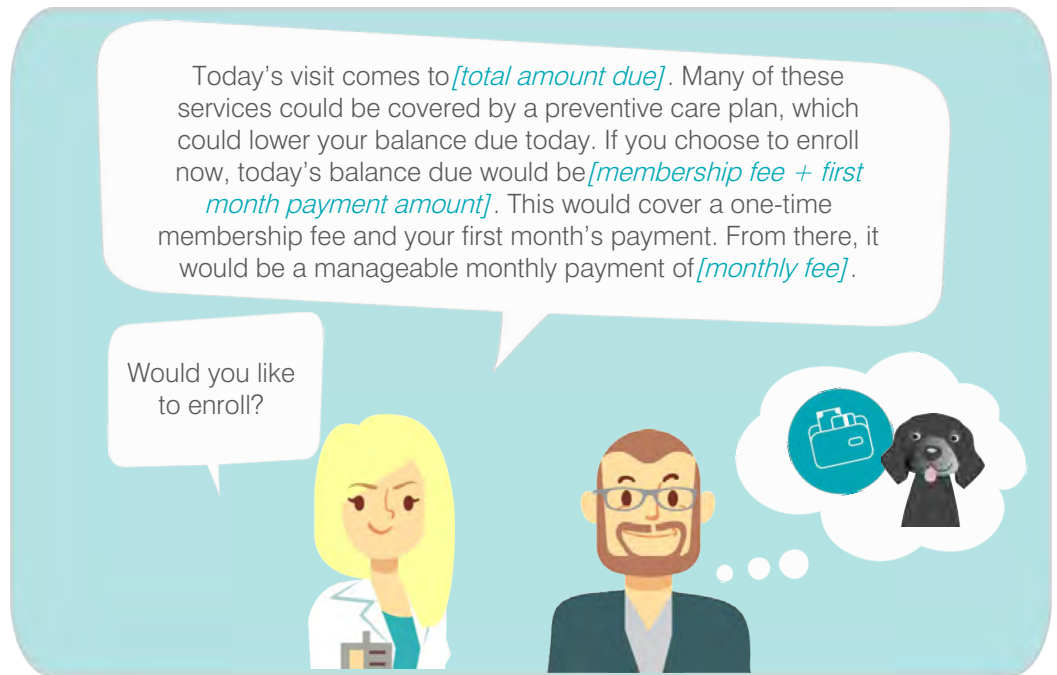


Okay, you can enroll anytime. It's important to remember that the program only covers future services and can't cover past visits.

## Scripts for enrolling adult dogs and cats

**Who?** Reception staff

**When?** A pet owner checks out after their appointment but hasn't decided if they would like to enroll.



*If they say...*

**YES!**

Great! Let's enroll *[pet's name]* in a plan today.

**NO!**

Okay, you can enroll anytime. It's important to remember that the program only covers future services and can't cover past visits.



Your notes...