



STAFF SCRIPT

Welcome to the DCL family, use these scripts to help get the most out of your Dr. Contact Lens system.



How to explain Dr. Contact Lens when checking a patient out:

"You will be getting an invite to your contact lens portal called Dr. Contact Lens. You can view your prescription, track your orders and re-order anytime. The system will automatically remind you before you run out of contacts, and it is very easy to use. All your data is already transferred from our office making it 1 click to order. It will be price matched and offer free shipping too!"

How to explain Dr. Contact Lens when a patient calls/emails to order:

"We have a new easy to use system called Dr. Contact Lens for you to place orders. Your data is all transferred from our office, so it is as easy as 1 click to order, is price matched and offers free shipping. Let me verify your email and cell phone # and we will send you an invite right away!"

*Be sure to invite them rather than place the order for them to create new habits for your patients. Once they are familiar with Dr. Contact Lens, they will order on their own, saving you 300+ hours of staff time annually.

How to give out digital Rx and gain that sale:

"No problem, we will send you an invite to your contact lens portal called Dr. Contact Lens. From there you can download your prescription, or you can easily order in 1 click using insurance. The system is price matched and offers free shipping!"

*Be sure to upload insurance benefits before inviting the patient to gain a better chance at that order!

