

Calling Script 1: (For Recent Visited patients)

Namastey Sir/ Madam,

I am Girishma / Ravina / Prasanna calling from Shree Ramkrishna Netralaya.

I would request you to please give 2 minutes of yours.

I speak 3 languages Hindi / English / Marathi, may I please know in which language you are comfortable?

This is a feedback cum informative call.

Recently you had visited our center for your eye checkup, can you please share your experience with us.

I hope you were satisfied with the doctor's consultation.

Also I would like to inform you that our organization has started a Mission called "Mission Netradoot" under which we have pledged to Educate, Screen and Save Vision of 1 Lakh People. Under this mission we have started weekly workshops at our centers. You will be updated regarding the workshops soon.

I would request to kindly Share / Refer people so that we can Educate them and save their vision. Thank you for your valuable time, I hope you have a good day ahead.

Calling Script 2: (For patients who visited 3 to 6 months ago)

Namastey Sir/ Madam,

I am Girishma / Ravina / Prasanna calling from Shree Ramkrishna Netralaya.

I would request you to please give 2 minutes of yours.

I speak 3 languages Hindi / English / Marathi, may I please know in which language you are comfortable?

This is a feedback cum informative call.

We could see in our system that you were advised PROCEDURE NAME / SURGERY NAME by the doctor and that you have not got the said procedure done. May I please know the reason for not doing the procedure so that I can help you get it done. **(If pt has finance issue then offer discount and call pt for procedure. Also book an appointment immediately)**

I hope you were satisfied with my assistance.

Also I would like to inform you that our organization has started a Mission called "Mission Netradoot" under which we have pledged to Educate, Screen and Save Vision of 1 Lakh People. Under this mission we have started weekly workshops at our centers. You will be updated regarding the workshops soon.

I would request to kindly Share / Refer people so that we can Educate them and save their vision. Thank you for your valuable time, I hope you have a good day ahead.

Calling Script 3: (For patients who visited more than 6 months ago)

Namastey Sir/ Madam,

I am Girishma / Ravina / Prasanna calling from Shree Ramkrishna Netralaya.

I would request you to please give 2 minutes of yours.

I speak 3 languages Hindi / English / Marathi, may I please know in which language you are comfortable?

This is a feedback cum informative call.

We could see in our system that it has been 1 year since you have got your eye checkup done and that we all know that as per doctor's recommendation we should get our eyes checked at least once in a year. So if you allow me shall I book your appointment for checkup..?? **(If pt has finance issue then offer discount and book an appointment immediately)**

I hope you were satisfied with my assistance.

Also I would like to inform you that our organization has started a Mission called "Mission Netradoot" under which we have pledged to Educate, Screen and Save Vision of 1 Lakh People. Under this mission we have started weekly workshops at our centers. You will be updated regarding the workshops soon.

I would request to kindly Share / Refer people so that we can Educate them and save their vision. Thank you for your valuable time, I hope you have a good day ahead.