

Consultation Flow and Best Practices

This guide will walk you through a NeuroStar patient consultation. The first part is to listen to the patient's journey with depression, understand their struggle, and help them envision their life without depression. The next section is about educating the patient on NeuroStar treatment, answering their questions, and understanding their objections.

SET THE STAGE

Depression History

- Talk about your depression history.
- When did you begin suffering from depression in the current episode?
- How has depression affected ... Your family? Your work? Your social life? The economics of your life?

Medication History

- Talk about your medication history.
- What medications have you taken in the current episode?
- Did any of these drugs work?
- How long did they work for?
- Describe how you felt while taking these medications.
- What side effects did you experience while taking these medications?
- What impact did these medication side effects have on your quality of life?
- What impact did these medication side effects have on the people in your life?

Goal Setting

- What are a few things depression is preventing you from doing?
- Can you tell me what life was like before you began suffering from depression?
- What are some specific activities you would like to pursue if we could get your depression under control?

Introduce the Solution

- What NeuroStar is.
- How NeuroStar works.
- Explain the benefits of NeuroStar.
- Clearly describe the course of treatment.



Use the Doctor-Patient Flip Chart during this section to review these points



Use Frequently Asked Questions & Answers to answer specific patient questions

Handle Patient Objections

- Use the Patient Objection Handler to counter common objections

Provider Recommendation

- Write or recommend a prescription for NeuroStar.

Set Expectations for Treatment

- Review the acute course of therapy with NeuroStar.
- Briefly describe the Motor Threshold Determination process so the patient feels prepared.
- Describe when patients may start to experience relief.
- Set clear expectations for compliance with daily treatments for the best chance of success – i.e. not skipping days.
- Discuss any other recommendations for treatment.

Review Insurance & Finances

- Review the Benefit Investigation if available
- Discuss patient co-pays, out-of-pocket costs, and any financing options if needed

*Hint: Whenever possible send in the Benefit Investigation request on the day that the patient schedules the consultation. If there is enough time, it may be ready to share with them at the consultation.

Review any additional questions or concerns
Schedule treatment

BEST PRACTICES

- Invite the patient's spouse / family member / close friend to attend the consultation. This can encourage the patient to go forward with treatment and provide another viewpoint of the patient's depression.
- Ask open-ended questions versus yes/no questions
- Give the right amount of information – too much can overwhelm, too little can leave questions
- Let the patient talk the most, and listen to their concerns
- Answer all questions

SUPPORT RESOURCES

- Doctor-Patient Flip-Chart
- FAQ with Answers
- Patient Objection Handler

Visit neurostar.com for indications for use and safety information.