

To master consultation skills, it's essential to practice them. Patients have greater access to care when you conduct a robust and informative consultation. The goal is to listen to their concerns, explain treatment to them in simple terms, and answer all their questions.

When a patient hears enthusiasm and confidence from the provider and team members, it provides hope and motivation. If the consultation does not address their concerns or fails to include relevant details, the patient can feel frustrated and hopeless. Give your patients the best experience by practicing your consultation so you can be ready to present NeuroStar treatment.

- Refer to the **Consultation Best Practices** to set your framework.
- Use the **Doctor-Patient Flip Chart** to show the patient about NeuroStar treatment.
- Have the **Frequently Asked Questions & Answers** and the **Patient Objection Handler** accessible to practice answering questions and objections.

## Scenario 1

A 38-year-old mother of 2 young children has been suffering from Major Depressive Disorder for 3 years in the current episode and has battled depression intermittently since her teenage years. As a mother, she feels that she is not as present as she should be for her family. She has tried 3 anti-depressant medications over that time. The 1st worked for 2 years but stopped being efficacious. The 2nd gave her bad gastrointestinal side effects and weight gain. The 3rd was prescribed to her just 3 months ago and she's coming in for a medication management check. She's seen a therapist 1X/month for 1 year.

**Assessment:** This patient may be qualified for insurance coverage of NeuroStar or be very close to it. This is a great time to introduce NeuroStar therapy to her if she's having any side effects or lack of efficacy with her 3rd medication trial.

## Scenario 2

A 55-year-old male retired military veteran has been suffering from Major Depressive Disorder for 15 years. He's tried 10 medications in multiple classes over the years with moderate success. He feels like they keep him going – barely – but his quality of life is low. He tried therapy before but didn't get any benefit from it. He's estranged from 1 of his kids, and the other lives far away. He doesn't have motivation for many activities. He'd like to find some meaning in life again, but he's been hopeless for a long time.

**Assessment:** This patient is well-qualified to learn more about NeuroStar treatment. His insurance should cover his treatments with this history. Being retired and given his isolation, coming in for daily treatments might be a welcome routine for him.

## Scenario 3

A 46-year-old successful working woman with grown children has been suffering with Major Depressive Disorder for 5 years. She is highly functional and keeps her struggles a secret. She resisted trying anti-depressant medication for many years and believed she could conquer her depression with therapy and lifestyle modifications. Finally after 4 years, she decided to try an anti-depressant medication. The 1st one gave her headaches, caused her to gain weight, and she couldn't tolerate it for more than 6 months. It did give her some relief from her depression. Her provider switched her to a new anti-depressant medication 2 months ago, and she's coming in today for a medication check.

**Assessment:** This patient is earlier in her medication journey and may not be qualified for insurance coverage yet. However, given her skepticism of antidepressant medications in the past, she may be open to hearing about a non-drug, noninvasive treatment option. It could give her hope to learn about something different if she doesn't get relief from her latest antidepressant trial. She may also be open to paying in cash for treatment if she's not yet eligible for insurance coverage.

## Scenario 4

A 22-year-old male college student has been suffering from Major Depressive Disorder for most of his life. It started with a contentious divorce of his parents during childhood. He's tried 4 medications in 2 different classes with some success but unpleasant side effects. He has been in regular therapy for 2 years and tried an Intensive Outpatient Program. He'd like to be able to enjoy life and activities with his friends without feeling like a downer. Since he's struggled for most of his life, he's lost hope that he'll ever feel differently. He's coming in today for a routine medication check.

**Assessment:** The patient is likely qualified for insurance coverage of NeuroStar treatment. He's young and has his whole life ahead of him if he can break through his depression symptoms. He's likely to be open to treatment due to trying many other treatments yet still battling his depression.